egories 3E 2019 Civil Rights Civil Rights - Racial Profiling or Discrimi Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Mishandling of Passenger Property - Da	12	11-No\	v 12-D 8	01-J 8	an 11 1	02-Feb 11 1	03-Mar 4	04-Apr	4	7 10	07-Jul 9	08-Aug 9	09-Sep 3	Total 9
Civil Rights Civil Rights - Racial Profiling or Discrimi Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da			8	8			4				9	9		9
Civil Rights Civil Rights - Racial Profiling or Discrimi Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da	nation								2	7 6	5	5	2	2
Civil Rights - Racial Profiling or Discrimi Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da	nation								2	1 1	5	5		
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da										1				
Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da					1					3			1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da										3				
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da					1								1	
Mishandling of Passenger Property  Mishandling of Passenger Property - Da									1					
Mishandling of Passenger Property - Da									1	4				
	magad/Missing	a Itome	Corry or	n Luggaga						1 2	1	2	1	
wishandling of Passenger Property - 1)a										1 1	1	2	1	
Mishandling of Passenger Property - Dis										1			1	
Patdown		ouy	0 0 0	001104							1			
Patdown - Children											1			
Persons w/ Disabilities (PWD)										2		1		
Persons w/ Disabilities (PWD) - Medical	ly Necessary N	/ledicati	ion and M	Medical Supp	olies							1		
Persons w/ Disabilities (PWD) - Mobility	Disability (Not	Wheel	chair or S	Scooter)						2				
Property - Special Handling									1	1 1	2	1		
Property - Special Handling - Damaged	tems - Checke	ed								1		1		
Property - Special Handling - Missing Ite									1					
Property - Special Handling - Missing Ite	ms - Checked									1	2			
Screening						1				2		1		
Screening - Procedures/Process	_		•		_	1				2		1		
2020 Civil Rights	5		3	1	3	3	4			1	1	1		:
•	1						1							
Civil Rights - Racial Profiling or Discrimi  Customer Service	n 1					4	1							
Customer Service - TSO						1 1	1							
Locks						I	- 1					1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property	1		1	1	1	1					1			
Mishandling of Passenger Property - Da			1	'	1	1					1			
Mishandling of Passenger Property - Dis				1										
Patdown			1											
Patdown - Flyer			1											
Property - Special Handling	2				1					1				
Property - Special Handling - Damaged	te 1				1									
Property - Special Handling - Missing Ite	ms - Carry-On	ı								1				
Property - Special Handling - Missing Ite	n 1													
Screening	1		1		1	1	2							
Screening - Procedures/Process			1		1	1	2							
Screening - Security Breach	1		•	4					•					
2021 Customer Service			1	1	2	1			2	3	3	3	1	1
Customer Service - TSO			1											
Expedited Passenger Screening Program			1							1	1	3		
Expedited Passenger Screening Program	n - TSA PreCh	neck								1	1	3		
Mishandling of Passenger Property	1071110011	iooit	1		1				1					
Mishandling of Passenger Property - Da	maged/Missir		1		1									
Mishandling of Passenger Property - Dis		Carry-		ecked					1					
Patdown	1									1				
Patdown - Flyer										1				
Persons w/ Disabilities (PWD)										1	1			
Persons w/ Disabilities (PWD) - Medical										1				
Persons w/ Disabilities (PWD) - Medical	ly Necessary N	/ledicati	ion and M	Medical Supp	olies						1			
Property - Special Handling						1			1					
Property - Special Handling - Damaged	tems - Checke	ed				1			1					
Screening				1	1						1		1	
Screening - Lengthy Lines				1							1			
Screening - Procedures/Process	-		•	c	1	_							1	
2022 Civil Rights	7		3	2	5	6								2
Civil Rights  Civil Rights - Hair Patdowns	1			۷										
Civil Rights - Racial Profiling or Discrimi				2										
Customer Service	1		1	1										
Customer Service - TSO	1		1	1										
Expedited Passenger Screening Program	2		2	2	5	4								
Expedited Passenger Screening Program		ation Pr		1	-	1								
Expedited Passenger Screening Program			2	1	5	3								
Patdown						2								
Patdown - Flyer						2								
Property - Special Handling	1													
Property - Special Handling - Missing Ite	n 1													
Screening	2			1										
Screening - Inconsistency	1													
Screening - Procedures/Process	1			1										

			TSA Contac	t Center (T	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABI	4		8	3	1	5	3	4	4	3	4	3	42
2019				1		2	3		2	2	1	2	13
Civil Rights									1	1			2
Civil Rights - Hair Patdowns									1				1
Civil Rights - Screening of Religious or Co	ı ultural Garme	ents								1			1
Customer Service							1					2	3
Customer Service - Others							1					2	3
Human Capital										1			1
Human Capital - Prospective Employmen	t with TSA									1			
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	ı naged/Missin	ı ItemsC	hecked Bad	gage							1		
Persons w/ Disabilities (PWD)		9 1101110 0	noonou Bug	1			2						
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - Diapers/0		seeinge/M	neke	· ·			1						
Persons w/ Disabilities (PWD) - Prosthes							1						
Property - Special Handling	Is/Amputees	and Casis				2	1		1				;
Property - Special Handling - Damaged It	ome Chock	nd				1			- 1				
		<del>J</del> u							4				
Property - Special Handling - Missing Iter				4		1			1			_	
2020	2		4	1		2		1			1	1	12
Customer Service	1			1		1		1					
Customer Service - TSO	1			1		1		1					4
Locks			1										
Locks - Missing or Damaged Lock			1										
Notice of Violation/Civil Penalties											1		
Notice of Violation/Civil Penalties - Gener	al										1		
Property - Special Handling			1									1	
Property - Special Handling - Damaged It	ems - Carry-	On	1										
Property - Special Handling - Damaged It	ems - Check	ed										1	
Screening	1		2			1							4
Screening - Lengthy Lines			1										
Screening - Procedures/Process	1		1			1							
2021	2		1	1		1		3	2	1	2		1
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimin	ation							1					
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program									1		2		
Expedited Passenger Screening Program	- TSA PreCl	neck							1		2		
Identification (ID) Requirements										1			
Identification (ID) Requirements - Domest	ic									1			
Locks			1							'			
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property	1		- '										
Mishandling of Passenger Property - Dan													
				1		4		4	A				
Screening Inconsistency	1			1		1		1	1				
Screening - Inconsistency	1					4							
Screening - Lengthy Lines						1							
Screening - Procedures/Process				1				1	1				;
2022			3		1								
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimin	ation		1										
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program	- TSA PreCl	neck	1		1								2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ar	mmunition		1										1

					c) Data Tool								
pries	10-Oct 11			1-Jan 0	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	81	65	56	119	117	45	32	29	49	55	54	63	765
2019				17	4	23	17	12	23	21	21	22	160
Civil Rights				2	1	1		1	1			2	8
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns				1	1							1	3
Civil Rights - Racial Profiling or Discriminat	tion					1		1					2
Civil Rights - Sex/Gender/Gender Identity-		er										1	7
Civil Rights - Transgender Screening	. tot Tranogona			1									
Customer Service				- '		2	4		0	2			
						3	1		2	2		2	11
Customer Service - TSO						3	1		2	2		2	11
Locks						1	1				2	1	
Locks - Missing or Damaged Lock						1	1				2	1	
Lost and Found						1							
Lost and Found - Airport/TSA						1							
· · · · · · · · · · · · · · · · · · ·				8	2	8	5	4	40	0		10	
Mishandling of Passenger Property						0	5	4	10	9		10	66
Mishandling of Passenger Property - Dama									1	1			
Mishandling of Passenger Property - Dama				8		8	2	1	7	8	7	6	4
Mishandling of Passenger Property - Dama	ged/Missing Ite	emsUnspe	cified Lug	gage				1					
Mishandling of Passenger Property - Disarr	raved ItemsC	arry-on or C	hecked		2		3	2	2		2	4	1
Patdown	,	,				2	1	1	2	2			1
							1	1	1				1
Patdown - Flyer						2	1	1		2	3	1	
Patdown - Non-Flyer									1				
Persons w/ Disabilities (PWD)				1	1	1	1	1				2	
Persons w/ Disabilities (PWD) - Diapers/Ga	arments/Dressi	ngs/Masks			1								
Persons w/ Disabilities (PWD) - Internal Me		3			•			1					
. ,		l Cost-					4	I					
Persons w/ Disabilities (PWD) - Prosthesis		Casts					1						
Persons w/ Disabilities (PWD) - Service An	imals			1		1							
Persons w/ Disabilities (PWD) - Touch Ave	rsion (pain/trau	ıma)										2	
Property - Special Handling				3		3	4	3	5	5	2		2
Property - Special Handling - Damaged Iter	me - Carry-On					-	-	1		1			
Property - Special Handling - Damaged Iter						1	1	1	3	3	1		1
Property - Special Handling - Missing Items	s - Carry-On						1						
Property - Special Handling - Missing Items	s - Checked			3		2	2	1	2	1	1	2	1
Screening				3		3	4	2	3	3	3		
Screening - Inconsistency						-	1						
							1						
Screening - Lengthy Lines								1					
Screening - Procedures/Process				3		3	3	1	3	3	2	2	2
Screening - Security Breach											1		
20	28	19	16	28	13	6	1			6	1	8	126
Civil Rights		1	2			1	•					1	
Civil Rights - Age		1				- 1							
		ı											
Civil Rights - Racial Profiling or Discriminat			2			1						1	
Customer Service	2			1						1		2	(
Customer Service - TSO	2			1						1		2	(
Locks	9	2	1	4		1							1
Locks - General	1			-									
Locks - Missing or Damaged Lock	8	2	1	4		1							10
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	8	7	6	11	5	2				1			4
Mishandling of Passenger Property - Dam		,		- ''	-					•			
	1												
Mishandling of Passenger Property - Dam	5	4	5	9	4	2							2
Mishandling of Passenger Property - Disa	2	3	1	2	1					1			1
Patdown		2	2	1									
Patdown - Flyer		2	2	1									
				1	4		a a					1	
Persons w/ Disabilities (PWD)	1	2	1		1		1						
Persons w/ Disabilities (PWD) - Diabetes													
· / /							1					1	
Persons w/ Disabilities (PWD) - Internal M	1						1						
` '		1					1						
Persons w/ Disabilities (PWD) - Metal Impla	ants (joint)	1			1		1						
Persons w/ Disabilities (PWD) - Metal Impla Persons w/ Disabilities (PWD) - Respiratory	ants (joint) y and Inhaler E	quipment	4		1		1						
Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Touch Ave	ants (joint) y and Inhaler E rsion (pain/trau	equipment uma)	1		1		1						
Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/	quipment uma) 1					1					1	
Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Touch Ave	ants (joint) y and Inhaler E rsion (pain/trau	equipment uma)	1 2	7	1 5	2	1			4			
Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/ 5	quipment uma) 1		7		2	1			4		1	2
Persons w/ Disabilities (PWD) - Metal Impl. Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling Property - Special Handling - Damaged It	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/ 5 1	quipment uma) 1 1	2		5 1	2	1			4		3	2
Persons w/ Disabilities (PWD) - Metal Imple Persons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ants (joint) y and Inhaler E rrsion (pain/trau r/ Scooter/ 5 1 2	quipment uma) 1	2	1	5 1 3		1					3	2
Persons w/ Disabilities (PWD) - Metal Imple Persons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/ 5 1 2 2	equipment uma) 1 1	2 1 1	1	5 1 3 1	2	1			4		3 1 2	2
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroscreening	ants (joint) y and Inhaler E rrsion (pain/trau r/ Scooter/ 5 1 2	quipment uma) 1 1	2	1	5 1 3		1					3 1 2	2:
Persons w/ Disabilities (PWD) - Metal Imple Persons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/ 5 1 2 2	equipment uma) 1 1	2 1 1	1	5 1 3 1		1					3 1 2	2:
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchaited Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Item Screening  Screening - Lengthy Lines	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/ 5 1 2 2 2	equipment uma) 1 1	2 1 1 2	1 6 4	5 1 3 1 2		1					3 1 2	2!
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchai Property - Special Handling Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroscreening  Screening - Lengthy Lines Screening - Procedures/Process	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2	equipment ama)  1  1  1  4	2 1 1 2 1 1	1 6 4	5 1 3 1 2	2		47	26	4	1	3 1 2 1	2:
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchait Property - Special Handling - Damaged Itteroperty - Special Handling - Damaged Itteroperty - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter/ 5 1 2 2 2	iquipment uma)  1 1 1	2 1 1 2 1 1 2	1 6 4	5 1 3 1 2		1	17	26		1	3 1 2 1	2:
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process  21  Airline	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2	equipment ama)  1  1  1  4	1 1 2 1 1 2	1 6 4	5 1 3 1 2	2		17	26	4	1	3 1 2 1	1 1 1 18
Persons w/ Disabilities (PWD) - Metal Imple Persons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2	equipment ama)  1  1  1  4	2 1 1 2 1 1 2	1 6 4	5 1 3 1 2	2		17	26	4	1	3 1 2 1	1 1 1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchait Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Iter Screening Screening - Lengthy Lines Screening - Procedures/Process  121 Airline	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2	equipment ama)  1  1  1  4	1 1 2 1 1 2	1 6 4	5 1 3 1 2	2		17	26	4	1 1 32	3 1 2 1 1 33	2 1 1 1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveensons w/ Disabilities (PWD) - Touch Aveensons w/ Disabilities (PWD) - Wheelchaie Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroperty - Screening - Lengthy Lines Screening - Procedures/Process  1 Airline Airline - Policy/Regulations/Service Civil Rights	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6	equipment ama)  1  1  1  4	1 1 2 1 1 2	1 6 4	5 1 3 1 2	2		17	26	28	1 32	3 1 2 1 1 33	1 1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchaiter Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Lengthy Lines Screening - Procedures/Process  21  Airline Airline - Policy/Regulations/Service  Civil Rights - Racial Profiling or Discriminate	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6	equipment ama)  1  1  1  4	1 1 2 1 1 2	1 6 4	5 1 3 1 2	16	14		26	28 22 2	1 32 1 1	3 1 2 1 1 33	1 1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchaiter Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroperty - Procedures/Process  Screening - Lengthy Lines Screening - Procedures/Process  221  Airline - Airline - Policy/Regulations/Service  Civil Rights - Racial Profiling or Discriminat Customer Service	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  tition 1	equipment ama)  1  1  1  4	1 1 2 1 1 2	1 6 4	5 1 3 1 2	2 16	14	2	26	28 2 2 2 1	1 32 1 1 1 3	3 1 2 1 1 33	2 1 1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaited Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process  1021  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discriminat Customer Service - TSO	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6	equipment ama)  1  1  1  4	2 1 1 2 1 1 2 2	1 6 4	5 1 3 1 2 2 8	16 1 1	14	2 2		28 2 2 2 1 1 1	1 1 32 1 1 1 3 3	3 1 2 1 33 2 2 2 2	1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchait Property - Special Handling Property - Special Handling - Damaged Iten Property - Special Handling - Damaged Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process  1 Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discriminat Customer Service Customer Service - TSO Expedited Passenger Screening Program	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  final	equipment ama)  1  1  1  4  4	1 1 2 1 1 2	1 6 4	5 1 3 1 2	2 16	14 2 2 2 5	2 2 10	<b>26</b>	28 2 2 2 1	1 1 32 1 1 1 3 3	3 1 2 1 33 2 2 2 2	1 1 18
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Item Screening - Screening - Lengthy Lines Screening - Procedures/Process  121  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discriminat Customer Service - TSO	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  final	equipment ama)  1  1  1  4  4	2 1 1 2 1 1 2 2	1 6 4	5 1 3 1 2 2 8	16 1 1	14	2 2		28 2 2 2 1 1 1	1 1 32 1 1 1 3 3	3 1 2 1 33 2 2 2 2	1 1 18 18
Persons w/ Disabilities (PWD) - Metal Imple Persons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process  121 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discriminat Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2 6 6 tion 1 TSA Application	equipment uma)  1  1  4  4  4  on Program	2 1 1 2 1 1 2 1 1	1 6 4	5 1 3 1 2 2 <b>8</b>	16	14 2 2 2 5 2	2 2 10 2	19	28 2 2 2 1 1 19	1 32 1 1 1 3 3 3 22	3 1 2 1 33 2 2 2 2 23	1 1 18 11 11
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Touch Aveersons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Missing Iteroperty - Screening - Lengthy Lines Screening - Procedures/Process  221  Airline Airline - Policy/Regulations/Service  Civil Rights - Racial Profiling or Discriminat Customer Service - TSO  Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program -	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2 6 6 tion 1 TSA Application	equipment uma)  1  1  4  4  4  on Program	2 1 1 2 1 1 2 2	1 6 4	5 1 3 1 2 2 8	16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 2 2 2 5	2 2 10	19	28 2 2 2 1 1 1	1 32 1 1 1 3 3 3 22	1 3 1 2 1 33 33	22 3 11 11 18 18 11 11 11
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process  121  Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discriminat Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Identification (ID) Requirements	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  tion 1 TSA Applicatit TSA PreChect	equipment uma)  1  1  4  4  4  on Program	2 1 1 2 1 1 2 1 1	1 6 4	5 1 3 1 2 2 <b>8</b>	16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 2 2 2 5 2	2 2 10 2	19	28 2 2 2 1 1 19	1 32 1 1 1 3 3 3 22	1 3 1 2 1 33 33 2 2 2 23 23	2º: 11: 11: 18: 18: 11: 11: 11: 11: 11:
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process  1021  Airline Airline - Policy/Regulations/Service  Civil Rights - Racial Profiling or Discriminat Customer Service - TSO  Expedited Passenger Screening Program -	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  tion 1 TSA Applicatit TSA PreChect	equipment uma)  1  1  4  4  4  on Program	2 1 1 2 1 1 2 1 1	1 6 4	5 1 3 1 2 2 <b>8</b>	16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 2 2 2 5 2	2 2 10 2	19	28 2 2 2 1 1 19	1 32 1 1 1 3 3 3 22	1 3 1 2 1 33 33	29 11 10 11 18 18 11 11 11 11 11
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process  1021  Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discriminat Customer Service - TSO Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Identification (ID) Requirements	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  tion 1 TSA Applicatit TSA PreChect	equipment uma)  1  1  4  4  4  on Program	2 1 1 2 1 1 2 1 1	1 6 4	5 1 3 1 2 2 <b>8</b>	16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 2 2 2 5 2	2 2 10 2	19	28 2 2 2 1 1 19	1 32 1 1 1 3 3 3 22	1 3 1 2 1 33 33	29 11 10 18 18 13 11 11 11 11 11
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Ittel Property - Special Handling - Damaged Ittel Property - Special Handling - Damaged Ittel Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process - Discreting - Program - Discreting - Program - Expedited Passenger Screening Program - Expedited Passenger Screenin	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter)  5 1 2 2 2 6  tion 1 TSA Applicatit TSA PreChect	equipment uma)  1  1  4  4  4  on Program	2 1 1 2 1 1 2 1 1	1 6 4	5 1 3 1 2 2 8	16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 2 2 2 5 2	2 2 10 2	19	28 2 2 2 1 1 19	1 32 1 1 1 3 3 3 22 1 21	1 3 1 2 1 33 33	2: 11: 18: 18: 11: 11: 11: 11: 11: 11: 11
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling Property - Special Handling - Damaged Ittel Property - Special Handling - Damaged Ittel Property - Special Handling - Damaged Ittel Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process  1021  Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discriminate Customer Service - TSO  Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Identification (ID) Requirements - Domestic Locks  Locks - Missing or Damaged Lock	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2 6  tion 1 TSA Application TSA PreCheck	equipment uma)  1  1  4  4  4  Kentre of the program of the progra	2 1 1 2 1 1 2 1 1	1 6 4 4 3	5 1 3 1 2 2 8	16	2 2 2 5 2 3	2 2 10 2	19	28 2 2 1 1 1 19	1 32 1 1 1 3 3 3 22 1 21	1 3 1 2 1 33 33	2! 11 11 18! 18!
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Touch Ave Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Damaged Itter Property - Special Handling - Missing Iter Screening - Lengthy Lines Screening - Procedures/Process  2021  Airline Airline - Policy/Regulations/Service  Civil Rights - Racial Profiling or Discriminat Customer Service - TSO  Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks - Missing or Damaged Lock Mishandling of Passenger Property	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2 6 6 tion TSA Application TSA PreChect	equipment uma) 1 1 1 4 4 4 4 4 2 2	2 1 1 2 1 1 2 1 1	1 6 4	5 1 3 1 2 2 8	16 1 1 1 1 1 1 1 1 2	14 2 2 2 5 2	2 2 10 2	19	28 2 2 2 1 1 19 19	1 32 1 1 3 3 3 22 1 21	1 3 1 2 1 33 33	29 29 18 18 183 183 113 114 116 1111 116 1111 117 117 117 117 117 1
Persons w/ Disabilities (PWD) - Metal Impleersons w/ Disabilities (PWD) - Respiratory Persons w/ Disabilities (PWD) - Touch Aveen Persons w/ Disabilities (PWD) - Wheelchaid Property - Special Handling Property - Special Handling - Damaged Ittel Property - Special Handling - Damaged Ittel Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process  2021  Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discriminat Customer Service - TSO  Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock	ants (joint) y and Inhaler E rsion (pain/trau r/ Scooter) 5 1 2 2 2 6 6 tion TSA Application TSA PreChect	equipment uma)  1  1  4  4  4  Kentre of the program of the progra	2 1 1 2 1 1 2 1 1	1 6 4 4 3	5 1 3 1 2 2 8	16	2 2 2 5 2 3	2 2 10 2	19	28 2 2 1 1 1 19	1 32 1 1 3 3 3 22 1 21	1 3 1 2 1 33 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

ries	10-Oct 1			enter (TCC 1-Jan 0	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Т
Mishandling of Passenger Property - Disa	1		_ 500 0	. 54.11		JO Mai	o- ∵hi	oo may	JJ Juli	o. oui	oo Aug	00 36p	
0	ı				1								
No Jurisdiction													
No Jurisdiction - Refer to Other					1								
Patdown							1			1		1	
Patdown - Flyer							1			1		1	
Persons w/ Disabilities (PWD)	1						1	2	1	1		1	
Persons w/ Disabilities (PWD) - Cancer (	1												
Persons w/ Disabilities (PWD) - Medical D	evices - Attac	hed to the B	ody				1	1	1				
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication an	d Medical S	Supplies				1					
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)											1	
Persons w/ Disabilities (PWD) - Wheelcha		egway								1			
Prohibited & Permitted Items		0 ,							1			1	
Prohibited & Permitted Items - General												1	
Prohibited & Permitted Items - Sporting Go	nods								1				
Property - Special Handling	1						1	3	3	2	4	1	
	ma Carri Oi	_					- 1	3	1	1		- 1	
Property - Special Handling - Damaged Ite	ilis - Carry-Oi	1							ı		3	4	
Property - Special Handling - Damaged Ite	1											1	
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item	s - Checked						1	2	2	1			
Screening		2		2		1	3		2	1		3	
Screening - Inconsistency							1			1			
Screening - Lengthy Lines									1				
Screening - Procedures/Process		2		2		1	2		1		1	3	
2022	47	42	38	71	92								
Civil Rights		2			2								
Civil Rights - Racial Profiling or Discrimina	tion	2			1								
Civil Rights - Sex/Gender/Gender Identity-					1								
Customer Service	3	3	4	3	2								
Customer Service - TSO	3	3	4	3	2								
Expedited Passenger Screening Program	38	25	27	62	81								
			21	02	01								
Expedited Passenger Screening Program		1	_										
Expedited Passenger Screening Program			2										
Expedited Passenger Screening Program	4	4	1	3	2								
Expedited Passenger Screening Program	34	20	24	59	79								
Identification (ID) Requirements	1												
Identification (ID) Requirements - Domest	1												
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	2	1	2		1								
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Dam	1		2		1								
Mishandling of Passenger Property - Disa	1				1								
Notice of Violation/Civil Penalties	1			4									
				1									
Notice of Violation/Civil Penalties - Genera				1									
Patdown	1	2	1	1	2								
Patdown - Flyer	1	2	1	1	2								
Persons w/ Disabilities (PWD)	1	2											
Persons w/ Disabilities (PWD) - Autism Sp	ectrum	1											
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pair	1											
Prohibited & Permitted Items	VI.		1										
Prohibited & Permitted Items - Food/Bever	anes		1										
Property - Special Handling	1	5	1		3								
Property - Special Handling - Damaged Ite		J	1		1								
	ma Chaol	4	1										
Property - Special Handling - Damaged Ite		1			1								
Property - Special Handling - Missing Item		1			1								
Property - Special Handling - Missing Item	s - Checke	3											
Screening		2	2	4									
Screening - Inconsistency			1	2									
Screening - Procedures/Process		2		2									
~	ated Items		1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABR	3	2	3					1	3	2	1	2	17
2019	_								1	1		1	
Mishandling of Passenger Property									1	1		1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage					1	1		1	
2020		1	1										
Locks			1										
Locks - Missing or Damaged Lock			1										
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Checl	1											
2021			1					1	2	1	1	1	
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d								1	
Property - Special Handling									1	1	1		
Property - Special Handling - Damaged Ite	ems - Check	red							1		1		
Property - Special Handling - Missing Item	s - Checke	d								1			
Screening								1	1				
Screening - Procedures/Process								1	1				
2022	3	1	1										
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Locks		1											
Locks - Missing or Damaged Lock		1											
Property - Special Handling	2												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	1												
Screening			1										
Screening - Procedures/Process			1										

			TSA Contac	ct Center (1	ГСС) Data Т	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY	2	5		1	4	2	3	3	2	2	1	1	26
2019					3	1	3	2	1	1	1		12
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					2		2	1	1		1		7
Mishandling of Passenger Property - Dama	aged/Missir	ng ItemsC	hecked Bag	ggage	2		1				1		4
Mishandling of Passenger Property - Dama	aged/Missir	ng ItemsU	nspecified I	uggage				1					1
Mishandling of Passenger Property - Disar	rayed Item	sCarry-on	or Checked	d			1		1				2
Property - Special Handling					1		1	1		1			4
Property - Special Handling - Damaged Ite	ms - Check	ced			1			1		1			3
Property - Special Handling - Missing Item	s - Checke	d					1						1
2020	2	2			1							1	6
Customer Service												1	1
Customer Service - TSO												1	1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1	1											2
Screening					1								1
Screening - Procedures/Process					1								1
2021		1		1		1		1	1	1			6
Customer Service						1			1	1			3
Customer Service - TSO						1			1	1			3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal M	edical Devi	ces						1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ms - Checl	1											1
2022		2											2
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program	- TSA PreC	2											2

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	A						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK	1							1		6	5	4	
2019										2	4	2	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Checked Ba	ggage								1	
Property - Special Handling											2		
Property - Special Handling - Damaged It	tems - Checl	ked									1		
Property - Special Handling - Missing Iter	ns - Checke	d									1		
Screening										2	2	1	
Screening - Children											1		
Screening - Lengthy Lines										1			
Screening - Procedures/Process											1	1	
Screening - Security Breach										1			
2020	1												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Disa	1												
2021								1		4	1	2	
Civil Rights												1	
Civil Rights - National Origin												1	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program										3	1		
Expedited Passenger Screening Program	- TSA PreC	Check								3	1		
Property - Special Handling								1		1			
Property - Special Handling - Damaged It										1			
Property - Special Handling - Missing Iter	ns - Checke	d						1					

			TSA Conta	ct Center (	ГСС) Data 1	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT		1	5	3	5	2	1	1	5	3	2	1	29
2019				2		1	1		4	3	2		13
Locks						1			2	1			4
Locks - Missing or Damaged Lock						1			2	1			4
Mishandling of Passenger Property							1			1	2		4
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage			1			1	2		4
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							1				1
Property - Special Handling										1			1
Property - Special Handling - Damaged Ite	ems - Checl	ked								1			1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2020			2	2					1				3
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Dam				ggage					1				1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Item	ns - Checke	d	1										1
2021				1	2	1		1				1	6
DHS TRIP					1								1
DHS TRIP - General					1								1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Ite	ems - Checl	red						1					1
Property - Special Handling - Missing Item	ns - Checke	d				1							1
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2022		1	3	1	3								7
Expedited Passenger Screening Program		1	3	3	3								7
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program	- TSA PreC	1	2		2								5

			TSA Co	ntact	Center (T	CC) Data	Tool - FOIA	L						
Categories	10-Oct	11-Nov	12-De	С	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV	1	2		2	2		1			5	1	1	1	10
2019										2			1	;
Civil Rights										1				
Civil Rights - Racial Profiling or Discrimin	ation									1				
Customer Service										1				
Customer Service - TSO										1				
Property - Special Handling													1	
Property - Special Handling - Missing Iter	ns - Carry-O	n											1	
2020				1	1		1							:
Customer Service							1							
Customer Service - TSO							1							
Lost and Found				1										
Lost and Found - Airport/TSA				1										
Property - Special Handling					1									
Property - Special Handling - Missing Iter	ns - Carry-O	n			1									
2021	1				1					3	1	1		
Civil Rights										2				
Civil Rights - Transgender Screening										2				
Expedited Passenger Screening Program												1		
Expedited Passenger Screening Program	- TSA PreC	heck										1		
Lost and Found	1													
Lost and Found - Airport/TSA	1													
Patdown											1			
Patdown - Flyer											1			
Persons w/ Disabilities (PWD)					1									
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates				1									
Property - Special Handling										1				
Property - Special Handling - Missing Iter	ns - Checked	d								1				
2022		2		1										
Expedited Passenger Screening Program		1		1										
Expedited Passenger Screening Program	- TSA PreC	1		1										
Screening		1												
Screening - Procedures/Process		1												

egories	10-Oct 11-					I - FOIA 3-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
CY	5	7	8	8	13	3-iviai (	л <del>4-</del> Арі 5	3	4	7			
	5	1	ŏ	2									
2019					2	5	3	2	1	4			
Civil Rights				1		1				1			
Civil Rights - Age										1			
Civil Rights - Racial Profiling or Discrimina						1							
Civil Rights - Sex/Gender/Gender Identity	Not Transgende	r		1									
Customer Service						1			1				
Customer Service - TSO						1			1				
Locks					1								
Locks - Missing or Damaged Lock					1								
Patdown					'		1				1		
											1		
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)						2	1	1		1	1		
Persons w/ Disabilities (PWD) - Autism Sp										1			
Persons w/ Disabilities (PWD) - Cancer (g	jeneral) Not Brea	st Cancer					1						
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/traur	na)									1		
Persons w/ Disabilities (PWD) - Wheelcha						1		1					
Property - Special Handling	an coodion cogi	vay				1		'		2			
	0												
Property - Special Handling - Damaged Ite										1			
Property - Special Handling - Missing Item	is - Checked					1				1			
Request for Assistance					1								
Request for Assistance - Other					1								
Screening				1			1	1			2		
Screening - Procedures/Process				1			1	1			1		
Screening - Security Breach											1		
2020		1	2	2	4						1		
					-								
Civil Rights	N	1											
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans(	1											
Customer Service			1	1	2						1		
Customer Service - TSO			1	1	2						1		
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missing Ite	ms Private	Screening	Contra	1								
Persons w/ Disabilities (PWD)	3 . 3		1		1								
Persons w/ Disabilities (PWD) - Cancer (g	leneral) Not Brea	et Cancer			1								
Persons w/ Disabilities (PWD) - Internal M		ot Odricci	1		- '-								
	ledical Devices		ı	4									
Screening				1									
Screening - Procedures/Process				1									
2021				1	2	3	2	1	3	3	2	1	
Expedited Passenger Screening Program						1	1	1	3	3	1	1	
Expedited Passenger Screening Program	- TSA Application	n Program						1	1				
Expedited Passenger Screening Program						1	1		2	3	1	1	
Mishandling of Passenger Property				1		1	1						
	agod/Missing Ita	me Corry	on Lug	1		1	'						
Mishandling of Passenger Property - Dam						ı	4						
Mishandling of Passenger Property - Dam	aged/iviissing ite	msCneck	ked Baggag	е			1						
No Jurisdiction					1								
No Jurisdiction - Refer to CBP					1								
Property - Special Handling											1		
Property - Special Handling - Missing Item	s - Checked										1		
Screening					1	1							
Screening - Procedures/Process					1	1							
2022	5	6	6	3	5	- '							
Customer Service			0	J	J								
	2	1											
Customer Service - TSO	2	1											
Duplicate E-mail		1											
Duplicate E-mail - General		1											
Expedited Passenger Screening Program	1	4	3	3	5								
Expedited Passenger Screening Program	1	4	3	3	5								
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
	I		4										
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/traur	na)	1										
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Carry-On		1										
Screening	1		1										
-	1		•										
Screening - inconsistency													
Screening - Inconsistency Screening - Shoe Screening			1										

		-	TSA Contac	ct Center (	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADQ	1	2	1	1	1	2		1	1			4	1
2019					1	1		1	1				
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d	1								
Property - Special Handling						1		1	1				
Property - Special Handling - Damaged Ite	ems - Check	ed							1				
Property - Special Handling - Missing Item	ns - Checked	d				1		1					
2020	1			1								4	
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage								1	
Property - Special Handling	1			1								1	
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	ns - Checked	d		1								1	
Screening												1	
Screening - Procedures/Process												1	
2021		1				1							
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	e Body			1							
2022		1	1										
Locks			1										
Locks - Missing or Damaged Lock			1										
Screening		1											
Screening - Procedures/Process		1											

Cotogorios	40.0-4				CC) Data			05.14	00 1	07 1	00.4	00.0	T-4-1
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	6	2	3	4	5		4	3		3	-	2	33
2019				2			1	1			1	1	6
Civil Rights				1									1
Civil Rights - Perceived Religion Customer Service				1				1			1		2
Customer Service - TSO								1			1		
Mishandling of Passenger Property								1			I	1	
Mishandling of Passenger Property - Dam	  agod/Missing Ito	mc Cha	ockod Boa	0000								1	
Property - Special Handling	laged/Missing ite	IIISCITE	eckeu bay	yaye			1					ı	
Property - Special Handling - Missing Iten	ns - Chackad						1						
Screening	is - Checked			1			1						
Screening - Procedures/Process				1									
2020	1	1	1	1	3							1	
Customer Service	1	1	1	1	1							<u>1</u> 1	
Customer Service - TSO					1							<u>1</u>	
Property - Special Handling					1							1	
Property - Special Handling - Missing Iten	ne - Carry On				1								
Screening	1 1	1	1	1	1								
Screening - Inconsistency	ı	1			1								
Screening - Inconsistency Screening - Lengthy Lines	1	- '			1								
Screening - Lengthy Lines Screening - Procedures/Process	ı		1	1									
2021	1		1				3	2		3			1
Civil Rights	1		1				1			•			
Civil Rights - Racial Profiling or Discrimina	otion						1						
Customer Service	1		1				ı	1					
Customer Service - Others	l l		1					1					
Customer Service - TSO	1		1					- '					
Expedited Passenger Screening Program	ı							1		2			
Expedited Passenger Screening Program  Expedited Passenger Screening Program	TCA DroChook							1		2			
Property - Special Handling	- TOA FIECHECK						1	- 1					
Property - Special Handling - Missing Iten	Chocked						1						
Screening	is - Checked						1			1			
Screening - Inconsistency							1			ı			
Screening - Inconsistency Screening - Lengthy Lines							ı			1			
2022	4	1	1	1	2								
Airline	1												
Airline - Policy/Regulations/Service	1												
Customer Service	'				1								
Customer Service - TSO					1								
Expedited Passenger Screening Program	1			1	1								
Expedited Passenger Screening Program  Expedited Passenger Screening Program				1	1								
Property - Special Handling	'	1		- 1	1								
Property - Special Handling - Damaged It	l ems - Carry	1											
Screening	2	- '	1										
Screening Screening - Gate Pass	1		1										
Screening - Gate Pass Screening - Inconsistency	'		1										
Screening - Procedures/Process	1		1										
Screening - Frocedures/Frocess	1												

						Tool - FOIA						_	
ories		1-Nov	12-Dec	01-Jan	02-Feb		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
3	5	4	16	1		8 6	4		7	6			8
2019				;	3	3 5	4	4	5	2			3
Advanced Imaging Technology (AIT)											1		
Advanced Imaging Technology (AIT) - Flye	er										1		
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	tion								1				
Customer Service					1	1 2		1	2			1	
Customer Service - Others									1				
Customer Service - TSO					1	1 2		1	1			1	
Locks					1				1				
Locks - Missing or Damaged Lock					1				1				
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property					1	2	1			1	1	1	
Mishandling of Passenger Property - Dama	agod/Missing It	tome Ch	ookod Bor			2	1			- '	- 1	1	
						2				4			
Mishandling of Passenger Property - Disarr	rayed itemsC	arry-on c	or Checked	1						1	1		
Patdown							1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Wheelchai	ir/ Scooter/ Se	gway				1							
Property - Special Handling						1	1	1				1	
Property - Special Handling - Damaged Ite	ms - Checked						1						
Property - Special Handling - Missing Items	s - Carry-On											1	
Property - Special Handling - Missing Items						1		1					
Screening						1		2	1	1	1		
Screening - Lengthy Lines						1			'	'	'		
Screening - Procedures/Process						1			1	1	1		
	ated Itams							^	1	ļ	1		
Screening - Retrieving Abandoned/Confisc		_	_					2					
2020	3	2	3		2	1 1					1	1	
Customer Service			1										
Customer Service - TSO			1										
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property	1	2									1		
Mishandling of Passenger Property - Dam	1	2											
Mishandling of Passenger Property - Disarr	rayed ItemsC	arry-on c	r Checked	d							1		
Patdown	1					1							
Patdown - Flyer	1					1							
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Hearing I	1												
Property - Special Handling	'		1		2	1							
Property - Special Handling - Damaged Ite	ma Chaalead			-									
						1							
Property - Special Handling - Missing Items					2								
Property - Special Handling - Missing Items	s - Checked		1										
Screening Providence (Providence)												1	
Screening - Procedures/Process												1	
2021		1	2		3	1		3	2	4			1
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	tion									1	1		
Claims		1											
Claims - General		1											
Customer Service					2			2				1	
Customer Service - TCC					1								
Customer Service - TSO					1			2				1	
					ı					0	2		
Expedited Passenger Screening Program	TOA Day Of	de								2			
Expedited Passenger Screening Program -	- ISA PreChed	K								2	3		
Mishandling of Passenger Property			1						1				
Mishandling of Passenger Property - Dama			1										
Mishandling of Passenger Property - Disar	rayed ItemsC	carry-on c	or Checked	t					1				
Patdown			1							1			
										1			
Patdown - Children													
Patdown - Children Patdown - Flyer			1										
Patdown - Flyer			1		1								
Patdown - Flyer Prohibited & Permitted Items	ıtches		1		1								
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma	ıtches		1					1				4	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling			1					1				1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items			1		1	4		1				1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening			1		1	1			1				
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency			1		1				1			1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines	s - Checked				1	1						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines		1	11		1							1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines	s - Checked	1			1	1						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines	s - Checked	1	11		3	1						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  022 Customer Service Customer Service - TSO	s - Checked  2	1	11		3 1	1						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  1022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 1 1	1	11 1 1		3 1	1						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 1		11 1 1 5		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  1022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 1	1	11 1 1 5		3 1 1 1	1						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	2 1 1 1 - TSA Appl	1	11 1 1 5 5		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines 2022 Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame	2 1 1 1 - TSA Appl	1	11 1 1 5 5 1		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD)	2 1 1 1 1 TSA Appl 1 aged/Missing It	1	11 1 1 5 5		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines 2022 Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame	2 1 1 1 1 TSA Appl 1 aged/Missing It	1	11 1 1 5 5 1		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	2 1 1 1 1 TSA Appl 1 aged/Missing It	1	11 1 1 5 5 1 1 1		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Property - Special Handling	s - Checked  2 1 1 1 - TSA Appl 1 agged/Missing It	1	11 1 1 5 5 1 1 1 1		3 1 1 1	1 3						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Property - Special Handling Property - Special Handling	s - Checked  2 1 1 1 - TSA Appl 1 agged/Missing It	1	11 1 1 5 5 1 1 1 1 1 1		3 1 1 1 2 2 2 2	1 3 3 2 2 2 2						1	
Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Items Screening Screening - Inconsistency Screening - Lengthy Lines  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Property - Special Handling	s - Checked  2 1 1 1 - TSA Appl 1 agged/Missing It	1	11 1 1 5 5 1 1 1 1 1		3 1 1 1 2 2 2 2	1 3						1	1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AIA										1			1
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AKN				1				1	2	6	5		15
2019									1	3			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property									1	1			
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	Checked Bag	ggage					1	1			
Property - Special Handling										1			
Property - Special Handling - Missing Itel	ms - Checke	d								1			
2020									1	1	2		
Customer Service											1		
Customer Service - TSO											1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	Checked Bag	ggage							1		
Property - Special Handling									1				
Property - Special Handling - Missing Itel	ms - Checke	d							1				
Screening										1			
Screening - Procedures/Process										1			
2021				1				1		2	3		
Civil Rights								1					
Civil Rights - Racial Profiling or Discriming	nation							1					
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property				1						1	1		
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	Carry-on Lug	ggage							1		
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	Checked Bag	1									
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d						1			
Property - Special Handling											1		
Property - Special Handling - Damaged I	tems - Check	ced									1		
Screening										1			
Screening - Procedures/Process										1			

gories	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
В	39	26		22 3		34 19	•		19	40			318
2019						7 8		12	8	29			112
Civil Rights								1			2		;
Civil Rights - Racial Profiling or Discrimin								1			1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder									1		
Customer Service - Others						1	1	3 1	3	3			14
Customer Service - Others  Customer Service - TSO	-					2	1	2	2	3			10
Locks					1				1	1		4	
Locks - Missing or Damaged Lock						1			1	1		4	
Mishandling of Passenger Property					3	3 1	2	2	3	9	8	2	3
Mishandling of Passenger Property - Dan					3	3	1	2	1	7	6	2	2
Mishandling of Passenger Property - Dan							1						
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	n or Check		_	1			2	2			
Patdown Patdown - Flyer					2 2		<u> </u>			6 5			1
Patdown - Flyer as Observer	-				2		1			5 1			1
Persons w/ Disabilities (PWD)					1	1		1		2			
Persons w/ Disabilities (PWD) - Cognitive	.ı ⊵ /Developmer	ntal /Men	ıtal Disabi								1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Im					1					1			
Persons w/ Disabilities (PWD) - Mobility I			nair or Sco	ooter)						1			
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	segway				1							
Property - Special Handling					1	1	3	2	1	5	2	3	
Property - Special Handling - Damaged It					1					4			
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter		u				1	3	2	1	1 4		1	1
Screening	iis - Officiked				1	1 4		3	1	3		2	
Screening - Procedures/Process						1 3		3		3		2	
Screening - Security Breach						1							
2020	18	10	)	8	9	3 7		4	3	2	. 7	2	
Civil Rights	2	1				1					2		
Civil Rights - Constitutional Rights				1									
Civil Rights - Racial Profiling or Discrimin						1							
Civil Rights - Sex/Gender/Gender Identity		1	1		1						2		
Customer Service	2			2		1			1				
Customer Service - Others				2									
Customer Service - TSO	2		4	4		1			1				
Locks Locks - General	2	1	<u> </u>	1							1		
Locks - Missing or Damaged Lock	1	1	1	1							1		
Mishandling of Passenger Property	6		2		3	1				1	2	1	1
Mishandling of Passenger Property - Dan			2		3	1				1			1
Mishandling of Passenger Property - Disa													
Patdown	2			1				1					
Patdown - Flyer	1			1				1					
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)		2	2			1							
Persons w/ Disabilities (PWD) - Diapers/		1	1										
Persons w/ Disabilities (PWD) - Metal Im						1							
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1			_								
Property - Special Handling	2	2	2		3	2		1	2		1	1	1
Property - Special Handling - Damaged It		ea 2	2		2 1	1		1	2		1	1	
Property - Special Handling - Missing Iter Request for Assistance	1 2		<u>-</u>		1				2			1	
Request for Assistance - Other					1								
Screening	2	2				2 2	)	2		1	1		
Screening - Inconsistency											1		
Screening - Procedures/Process	2	1	1	1	1	2 2	1	2		1			
Screening - Security Breach		1											
2021	2	5	j	2	3	2 4	3	5	8	9		3	
Civil Rights	L									1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transge		4			4				1			
Customer Service TSO	1	1				1			1		1		
Customer Service - TSO	1	1	i .			1			1		1		
Expedited Passenger Screening Program Expedited Passenger Screening Program	L- TSA Applier	ation Pro	ndram		1	1		1	5	5	4	2	2
Expedited Passenger Screening Program  Expedited Passenger Screening Program			Araili		1		2	1	4	4	. 4		
Mishandling of Passenger Property	1		3	1		1			1	1			
Mishandling of Passenger Property - Dan	1	2		1		1			1				
Mishandling of Passenger Property - Disa		1					·		•	1			
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)				1	2			2		1			
Persons w/ Disabilities (PWD) - Diabetes								1					
Persons w/ Disabilities (PWD) - Medical		ched to the	he Body		_			1		1			
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1	2								
Prohibited & Permitted Items	latalar :							1					
Prohibited & Permitted Items - Lighters/M	aicnes		1			1 .	)	1					
Property - Special Handling Property - Special Handling - Damaged It	eme Corni C	1 )n	i .			1 2		1		1	2	1	
Property - Special Handling - Damaged It  Property - Special Handling - Damaged It						1 2	)	1		1	1		
										1	1		
Property - Special Handling - Missing Iter	ns = ('arn/-()n												
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter												1	
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter 2022		1		12 1	6 2	22							

			ISA Conta	ct Center (1	(CC) Data	1001 - FUI <i>F</i>	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimin	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	9	8	9	13	19								58
Expedited Passenger Screening Program	- DoD		1										1
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	8	6	8	12	18								52
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In		1								1
Patdown	2			1	1								4
Patdown - Flyer	2			1	1								4
Persons w/ Disabilities (PWD)		2			1								3
Persons w/ Disabilities (PWD) - Internal N	nedical Devi	ces			1								1
Persons w/ Disabilities (PWD) - Mobility [	Disability (N	2											2
Property - Special Handling	3	1											4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten	ns - Carry-C	1											1
Property - Special Handling - Missing Iten	1												1
Screening	4		3	1	1								9
Screening - Inconsistency	1												1
Screening - Procedures/Process	3		2	1	1								7
Screening - Retrieving Abandoned/Confis	cated Items		1										1

			TSA Conta	ct Center (*	rcc) Data	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO		1		4	1			1		1	3	2	
2019								1		1	2	1	
Patdown								1					
Patdown - Flyer as Observer								1					
Property - Special Handling											1		
Property - Special Handling - Missing Iter	ns - Checke	d									1		
Screening										1	1	1	
Screening - Crew Member or Airline Emp	loyee									1			
Screening - Procedures/Process											1	1	
2020		1		2							1		
Mishandling of Passenger Property		1									1		
Mishandling of Passenger Property - Dam	naged/Missir	1									1		
Property - Special Handling				2									
Property - Special Handling - Missing Iter	ns - Checke	d		2									
2021												1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
2022				2	1								
Customer Service				1									
Customer Service - TSO				1									
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Check	ked		1									
Screening					1								
Screening - Procedures/Process					1								

			ISA Contac	a center (	ICC) Data	IOOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS	1		1		1	1		1			1	1	7
2019						1						1	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening						1							1
Screening - Procedures/Process						1							1
2020	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2021								1			1		2
Claims											1		1
Claims - General											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Item	ns - Checke	d						1					1
2022			1		1								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1
Screening			1										1
Screening - Procedures/Process			1										1

			TSA Conta	ct Center (1	CC) Data	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	3	1	4	2	2	6	1		3	3	4		29
2019				2	1	3	1			2	4		13
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender								1			1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				2			1			1	1		5
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Dam										1			2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d			1				1		2
Property - Special Handling					1	1							2
Property - Special Handling - Missing Iten	ns - Checked				1	1							2
Screening						1					3		4
Screening - Procedures/Process						1					3		4
2020	1	1	2			1				1			6
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Dam	1									1			2
Mishandling of Passenger Property - Disa	rrayed Item	1	1										2
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Check	ed	1										1
2021	1		1			2			3				7
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimin	ation		1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	ggage					1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Object	ots						1				1
Property - Special Handling						1							1
Property - Special Handling - Missing Iten	ns - Checked					1							1
Screening	1					1			1				3
Screening - Procedures/Process	1					1							2
Screening - Retrieving Abandoned/Confis	cated Items								1				1
2022	1		1		1								3
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	neck			1								1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening			1										1
Screening - Procedures/Process			1										1

ategories	10-Oct	11-Nov	12-Dec	tact Center ( 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	3	11-NOV		6 2						07-Jui 4		· · · · · · · · · · · · · · · · · · ·	TOLAI
2019	3	4		1	-		2		~	2	-		
Customer Service								'	1				
Customer Service - TSO									1				
Locks									- '			1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property					1		1	1	1		1		
Mishandling of Passenger Property - Dan	 	a Itams C	hacked F	aggage	1		1					1	
Mishandling of Passenger Property - Disa					- 1		1		- '		1		
Patdown	l ayeu items	Carry-on	or Crieci	.eu			1						
Patdown - Flyer							1						
Property - Special Handling				1	1		1			1			
Property - Special Handling - Missing Iter	ns Chackar			1	1					1			
Screening	lis - Checked			- '	1					1			
Screening - Procedures/Process					1					1			
2020	2	1		2 1				2		1			
Civil Rights				2 1				1		1			
Civil Rights - Sex/Gender/Gender Identity	Not Transa	ondor						1		- 1			
Civil Rights - Transgender Screening	Trainsy	eridei						- 1		1			
Locks	1									- 1			
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	'			1									
Mishandling of Passenger Property - Dan	 	a Itoma C		1									
Patdown	lageu/iviissiii	y itemsc	'	1				1					
Patdown - Flyer				1				1					
Property - Special Handling		1		· '				'			1		
Property - Special Handling - Missing Iter	ns Chacka	1									1		
Screening	1	- '		1	1						'		
Screening - Procedures/Process	1			1	1								
2021	1			2	2		1		1	1	2	1	
Customer Service	1			2	2		1		1	1		1	
Customer Service - TSO					2								
Expedited Passenger Screening Program						1	1				2	1	
Expedited Passenger Screening Program	TCA Appli	nation Prod	arom				1					- 1	
Expedited Passenger Screening Program			grann			1					2	1	
Persons w/ Disabilities (PWD)	I - TOA FIECI	IECK								1		- 1	
Persons w/ Disabilities (PWD) - Medicall	/ Nococcon/	Modioation	and Mac	lical Cupplion						1			
Prohibited & Permitted Items	I Necessary	vieulcatioi	i and ivied	lical Supplies					1	- 1			
Prohibited & Permitted Items - Beauty &	 	mo							1				
Property - Special Handling	1	115		1					- 1				
Property - Special Handling - Damaged I				1									
Screening	1			1									
Screening - Procedures/Process				1									
2022		3		2	2								
Customer Service		3		1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		3		1	2								
EXPERIEN LASSEINEL OCIECIIIN LINGUAL	T. Control of the Con	3		1									

		1.	SA Contact										
egories	10-Oct 1	11-Nov	12-Dec	01-Jan	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NC	39	42	40	55	54	32	22	31	48	73	67	51	554
2019				12	10	15	9	18	31	35	32	27	189
Civil Rights					2						1	1	4
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimina	tion											1	1
Civil Rights - Sex/Gender/Gender Identity-		nder			2								2
Customer Service				1	1	1		2	6	3	4	2	20
Customer Service - TSO				1	1	1		2	6	3		2	20
Locks				1	1	2			1	1		1	7
									1	1			
Locks - Missing or Damaged Lock					1	2			1		1	1	7
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				6	3	4	2	6	7	10	14	6	58
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCa	arry-on Lugga	age					1	1	1	1	4
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCh	necked Baç	6	2	4	2	6	3	9	10	4	46
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Checked		1				3		3	1	8
Patdown	,	,		1		3	1			3			9
Patdown - Children										1	<u> </u>		1
Patdown - Flyer						3	1			2	1		7
						3	ı						
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)					1	2			3	2		1	9
Persons w/ Disabilities (PWD) - Breast Cal	ncer								1				1
Persons w/ Disabilities (PWD) - Diabetes									2				2
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and Medical	Supplies						1		1	2
Persons w/ Disabilities (PWD) - Mobility Di					1					•		-	
Persons w/ Disabilities (PWD) - Touch Ave			5. 5555161	/	!					1			1
		uuma)				1				- 1			
Persons w/ Disabilities (PWD) - Visual Imp													
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ S	egway				1							1
Property - Special Handling				3	2	2	6	7	12	10	8	11	61
Property - Special Handling - Damaged Ite	ms - Carry-O	n		1				1	2	1		1	6
Property - Special Handling - Damaged Ite				1	2	1	3	2	2	4	5	3	23
Property - Special Handling - Missing Items								1	1	1	1	2	6
Property - Special Handling - Missing Items				1		1	3	3	7	4		5	26
Screening	3 - Officered			1		1	3	3	2	5			20
ŭ .						- 1		3				5	
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines										2		1	3
Screening - Procedures/Process						1		3	1	2	2	4	13
Screening - Security Breach									1		1		2
2020	19	16	21	16	20	10	1	4	6	15	15	10	153
Civil Rights		1		1						2			4
Civil Rights - Racial Profiling or Discrimina	tion			1						1			2
Civil Rights - Sex/Gender/Gender Identity-		nder								1			1
Civil Rights - Transgender Screening	140t Tranogor	1								'			1
Customer Service	3	1	2	4	3	1				1	1	1	17
Customer Service - TSO	3	1	2	4	3	1				1	1	1	17
Locks	2	2	1	2		2	1			1		2	13
Locks - Missing or Damaged Lock	2	2	1	2		2	1			1		2	13
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
		0	0	2	0			0	0	4	4		
Mishandling of Passenger Property	3	2	6	2	8			2	2	4	4	2	35
Mishandling of Passenger Property - Dama												1	1
Mishandling of Passenger Property - Dam	2	1	6	2	6			2	2	4	3	1	29
Mishandling of Passenger Property - Dama	aged/Missii	1											1
Mishandling of Passenger Property - Disa	1				2						1		4
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)	ı				0	A							
` '		1	1		2	1					2		7
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical D											1		1
Persons w/ Disabilities (PWD) - Medically		edication	and Medical	Supplies							1		1
	lants (joint)		1										1
Persons w/ Disabilities (PWD) - Metal Impl		Wheelcha	ir or Scooter	.)	1								1
Persons w/ Disabilities (PWD) - Metal Impl Persons w/ Disabilities (PWD) - Mobility Di	isability (Not '												1
Persons w/ Disabilities (PWD) - Mobility Di		1											1
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O	stomates	1 auma)			- 1					3	8		
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave	stomates ersion (pain/tra	auma)	-		1	^				- 2	R		49
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	stomates ersion (pain/tra 7	auma) 5	5	6	3	3		2	4			3	
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	stomates ersion (pain/tra 7 ems - Carry-O	auma) 5 n			3 1			2		1			2
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	stomates ersion (pain/tr 7 ems - Carry-O	auma) 5	1	6	3	3		2	1		5	2	21
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	stomates ersion (pain/tra 7 ems - Carry-O	auma) 5 n			3 1			2					
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	stomates ersion (pain/tra 7 ems - Carry-O 3 2	auma) 5 n	1 2	4	3 1				1	1	5 1		21 7
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	stomates ersion (pain/tra 7 ms - Carry-O 3 2 2	auma) 5 n 2	1 2 2	4 1 1	3 1 1	2		2	1	2	5 1 2	2	21 7 19
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	stomates ersion (pain/tra 7 ems - Carry-O 3 2	auma) 5 n 2 3 3	1 2 2 5	4 1 1	3 1 1	2			1	1	5 1 2	2	21 7 19 24
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines	estomates ersion (pain/tr 7 ems - Carry-O 3 2 2 2	auma) 5 n 2 3 3 1	1 2 2 5 1	4 1 1	3 1 1 1	1 3			1	2 4	5 1 2	1 2	21 7 19 24 3
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	stomates ersion (pain/tra 7 ms - Carry-O 3 2 2	auma) 5 n 2 3 3	1 2 2 5 1	4 1 1	3 1 1	2			1	2	5 1 2	2	21 7 19 24 3 20
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/Opersons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	estomates ersion (pain/tr. 7 ems - Carry-O 3 2 2 2 2	3 3 1 2	1 2 2 5 1 3	4 1 1 1	3 1 1 1 4	2 1 3		2	1 1 2	2 4	5 1 2	2 1 2	21 7 19 24 3 20
Persons w/ Disabilities (PWD) - Mobility Dies Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Screening - Procedures/Process Screening - Security Breach	estomates ersion (pain/tr 7 ems - Carry-O 3 2 2 2	auma) 5 n 2 3 3 1	1 2 2 5 1	4 1 1	3 1 1 1 4 4	1 3	12		1	2 4	5 1 2	2 1 2 2	21 7 19 24 3 20 1
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	estomates ersion (pain/tr. 7 ems - Carry-O 3 2 2 2 2	3 3 1 2	1 2 2 5 1 3	4 1 1 1	3 1 1 1 4	2 1 3	12	2	1 1 2	2 4	5 1 2	2 1 2	21 7 19 24 3 20
Persons w/ Disabilities (PWD) - Mobility Diesons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	rstomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7	3 3 1 2	1 2 2 5 1 3	4 1 1 1	3 1 1 1 4 4	2 1 3	12	2	1 1 2	2 4	5 1 2	2 1 2 2	21 7 19 24 3 20 1
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights  Civil Rights - Racial Profiling or Discrimina	rstomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7	3 3 1 2	1 2 2 5 1 3 1 6	4 1 1 1 1 1 1	3 1 1 1 4 4 7	2 1 3	<b>12</b>	2	1 1 2	2 4	5 1 2 20 1	2 1 2 2 14	21 7 19 24 3 20 1 <b>125</b>
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights - Racial Profiling or Discrimina Customer Service	rstomates ersion (pain/tr 7 ms - Carry-O 3 2 2 2 2 7 ttion	auma) 5 n 2 3 3 1 2 2 3 3	1 2 2 5 1 3 1 <b>6</b>	4 1 1 1 1 1	3 1 1 1 4 4 7 1 1	2 1 3 3		2	1 1 2	1 2 4 4 23	20 1	2 1 2 2 14 1	21 7 19 24 3 20 1 <b>125</b> 3 3
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/Opersons w/ Disabilities (PWD) - Ostomy/Opersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Seceing - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights - Civil Rights - Racial Profiling or Discrimina Customer Service - TCC	rstomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 2 7 ttion 1	3 3 1 2 3 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1	1 2 2 5 1 3 1 6	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1	2	1 1 2	1 2 4 4 23	20 1 1 1 5	2 1 2 2 14 1 1	21 7 19 24 3 20 1 125 3 3 26
Persons w/ Disabilities (PWD) - Mobility Diessons w/ Disabilities (PWD) - Ostomy/Oersons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach  2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TCC Customer Service - TCC	rstomates ersion (pain/tr 7 ms - Carry-O 3 2 2 2 2 7 ttion	auma) 5 n 2 3 3 1 2 2 3 3	1 2 2 5 1 3 1 <b>6</b>	4 1 1 1 1 1	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1	9	1 1 2 11 3	1 2 4 4 23 5 5	5 1 2 20 1 1 5	2 1 2 2 14 1 1	21 7 19 24 3 20 1 125 3 3 26 2
Persons w/ Disabilities (PWD) - Mobility Diessons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights - Racial Profiling or Discrimina Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	rstomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7 ttion 1	auma) 5 n 2 3 3 3 1 2 2 3 3 1 1 1 1 1	1 2 2 5 1 3 1 6	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1	2	1 1 2	1 2 4 4 23 5 5 8 8	20 1 1 5 5 5	2 1 2 2 14 1 1	21 7 19 24 3 20 1 <b>125</b> 3 3 26 2 2 24
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach  2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	rstomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7 ttion 1 - Active Duty	auma) 5 n 2 2 3 3 1 2 2 3 Military	1 2 2 5 5 1 1 3 1 6 5 1 4	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1	9	1 1 2 11 3	1 2 4 4 23 5 5	20 1 1 5 5 5	2 2 2 14 1 1 1 1	21 7 19 24 3 20 1 125 3 3 26 2 24 31
Persons w/ Disabilities (PWD) - Mobility Diesons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Screening - Missing Iten Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights - Racial Profiling or Discrimina Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program	rstomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7 ttion 1 - Active Duty	auma) 5 n 2 2 3 3 1 2 2 3 Military	1 2 2 5 5 1 1 3 1 6 5 1 4	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1	9	1 1 2 11 3	1 2 4 4 23 5 5 8 8	20 1 1 5 5 5	2 2 2 14 1 1 1 7	21 7 19 24 3 20 1 <b>125</b> 3 3 26 2 2 24
Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach  2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	restomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7 ttion 1 - Active Duty - TSA Applica	auma) 5 n 2 2 3 3 1 2 2 3 Military tition Programma 5 n 1 1 Military	1 2 2 5 5 1 1 3 1 6 5 1 4	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1	9	1 1 2 11 3	1 2 4 4 23 5 5 8 8	20 1 1 5 5 5	2 2 2 14 1 1 1 1	21 7 19 24 3 20 1 125 3 3 26 2 24 31 1
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights  Civil Rights - Racial Profiling or Discrimina Customer Service  Customer Service - TCC  Customer Service - TCC  Expedited Passenger Screening Program - Expedited Passenger	restomates ersion (pain/tr. 7 ms - Carry-O 3 2 2 2 7 ttion 1 - Active Duty - TSA Applica	auma) 5 n 2 2 3 3 1 2 2 3 Military tition Programma 5 n 1 1 Military	1 2 2 5 5 1 1 3 1 6 5 1 4	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1 1 3	9	1 1 2 11 3 3 3 3	1 2 4 4 4 23 5 5 8 8 1 1	20 1 1 1 5 5 5 1 4	2 1 2 2 14 1 1 1 1	21 7 19 24 3 20 1 125 3 3 26 2 24 31 1 3
Persons w/ Disabilities (PWD) - Mobility Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling   Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening   Screening - Lengthy Lines   Screening - Procedures/Process   Screening - Procedures/Process   Screening - Security Breach    2021   Civil Rights   Civil Rights - Racial Profiling or Discrimina Customer Service   Customer Service - TCC   Customer Service - TSO   Expedited Passenger Screening Program   Expedited Passenger Screening Program   Expedited Passenger Screening Program	rstomates ersion (pain/tr 7 ms - Carry-O 3 2 2 2 2 7 ttion 1 - Active Duty - TSA Applica - TSA PreChe	auma) 5 n 2 2 3 3 1 2 2 3 Military tition Programma 5 n 1 1 Military	1 2 2 5 5 1 1 3 1 6 5 1 4	4 1 1 1 1 1 6	3 1 1 1 4 4 7 1 1 1	2 1 3 3 7	1 1 3	9	1 1 2 11 3 3	1 2 4 4 4 23 5 5 8 8 1 1	20 1 1 5 5 5	2 1 2 2 14 1 1 1 1	21 7 19 24 3 20 1 125 3 3 26 2 24 31 1

ries	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Locks						1							
Locks - Missing or Damaged Lock						1							
Lost and Found					1	•					1		
Lost and Found - Airport/TSA					1						1		
	4				1	-	-						
Mishandling of Passenger Property	4					2	1			2			
Mishandling of Passenger Property - Dam		g itemsC	arry-on Lug	gage	1						1		
Mishandling of Passenger Property - Dam						2				2			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checked				1						
Patdown						1				2			
Patdown - Flyer						1				2			
Persons w/ Disabilities (PWD)			1	1			1	2		1	1	2	
Persons w/ Disabilities (PWD) - Cognitive	Developme	ental /Ment	t 1										
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - Hearing I												1	
Persons w/ Disabilities (PWD) - Medical [		ached to th	ne Body					2					
Persons w/ Disabilities (PWD) - Prosthesi											1		
Persons w/ Disabilities (PWD) - Respirato										4			
` '			ent							1			
Persons w/ Disabilities (PWD) - Touch Av				1									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway										1	
Prohibited & Permitted Items				1									
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Obje	cts	1									
Property - Special Handling	2	1		2	1		2	3	3	2	3		
Property - Special Handling - Damaged It	ems - Carry-	On							2		1		
Property - Special Handling - Damaged It	1	1		2	1		2	1		2	1		
Property - Special Handling - Missing Iten								2	1		1		
Screening		1			1	1	3		1			3	
Screening - Crew Member or Airline Empl	lovee							1					
Screening - Crew Member of Affilia Employ	l								4				
, ,									1				
Screening - Lengthy Lines							2			1			
Screening - Procedures/Process		1			1	1	1			2	2	3	
022	13	23	13	21	17								
Additional Information Required/Insufficient In	formation	1											
Additional Information Required/Insufficie	nt Informatic	1											
Airline					1								
Airline - Policy/Regulations/Service					1								
Civil Rights			1		1								
Civil Rights - Racial Profiling or Discrimin	ation				1								
Civil Rights - Transgender Screening			1										
Customer Service	1	3		2	1								
Customer Service - TSO	1	3											
				2									
Expedited Passenger Screening Program	6	17	9	12									
Expedited Passenger Screening Program		y Military			1								
Expedited Passenger Screening Program	- DoD				1								
Expedited Passenger Screening Program	- Known Cre	ew Membe	er	1									
Expedited Passenger Screening Program	1	3											
Expedited Passenger Screening Program	5	14	9	11	5								
Locks	1				2								
Locks - Missing or Damaged Lock	1				2								
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Disa	I	Carry	or Charles										
	inayeu itellis	Carry-Of	O CHECKE		4								
Patdown				1	1								
Patdown - Flyer				1	1								
Persons w/ Disabilities (PWD)	1		1		1								
Persons w/ Disabilities (PWD) - Autism S			1										
Persons w/ Disabilities (PWD) - Cognitive		ental /Men	tal Disability		1								
Persons w/ Disabilities (PWD) - Visual Im	1												
Property - Special Handling	2			2	2								
Property - Special Handling - Damaged It				2									
Property - Special Handling - Missing Iten		ı			2								
Screening				^									
	2	2		3									
Screening - Inconsistency	1			2									
Screening - Procedures/Process	1	2		1	1								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AOO											1		1
2020											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lug	gage							1		1

			15A Conta	ci center (	i CC) Dala	1001-101	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN		1	1	1			1			2	2	1	9
2019										2			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged I	tems - Checl	ked								1			1
2020			1								1		2
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d							1		
Property - Special Handling			1										
Property - Special Handling - Damaged I	tems - Checl	ked	1										
2021		1					1				1	1	-
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dar	naged/Missi	1											
Property - Special Handling							1					1	2
Property - Special Handling - Damaged I	tems - Checl	ked					1						
Property - Special Handling - Missing Itel	ms - Checke	d										1	
Screening											1		1
Screening - Procedures/Process											1		1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	n - TSA PreC	heck		1									1

		•	TSA Contac	ct Center (	ΓCC) Data 1	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ART	3	2	2	3	2	4			1	4	2	1	2
2019				1		2				1	1	1	
Locks						1				1			
Locks - Missing or Damaged Lock						1				1			
Property - Special Handling				1		1							
Property - Special Handling - Missing Iter	ns - Checke	d		1		1							
Screening											1	1	
Screening - Procedures/Process											1	1	
2020	1			1	2								
Customer Service	1												
Customer Service - TSO	1												
Mishandling of Passenger Property				1	2								
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage	2								
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked	1									
2021		1	2			2			1	3	1		10
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property		1	2						1	2	1		
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	1						1	2			
Mishandling of Passenger Property - Disa	arrayed Item	1	1								1		
Screening						2							
Screening - Procedures/Process						2							
2022	2	1		1									
Customer Service	1			1									
Customer Service - TSO	1			1									
Screening	1	1											
Screening - Inconsistency	1												
Screening - Procedures/Process		1											

ategories	10-Oct 1	1-Nov	12-E		01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	7	4	12-L	4	01-Jan	11	03-IVIAI 6	04-Арі		5	07-Jul 6	9		10tai
2019	1	4		4	ь	11	3	2		3	1	9	2	0
Customer Service							1			3	1			
							1							
Customer Service - TSO														
Mishandling of Passenger Property	1/8 41 1 1			I D			1			2	1			
Mishandling of Passenger Property - Dama	aged/iviissing i	temsCr	песке	d Bagg	age		1			2	1			
Patdown						1				1				
Patdown - Flyer						1				1				
Property - Special Handling							1							
Property - Special Handling - Missing Item							1							
2020	1			2	1	3				1		1	1	1
Civil Rights												1		
Civil Rights - National Origin												1		
Customer Service					1									
Customer Service - TSO					1									
Locks						2								
Locks - General						1								
Locks - Missing or Damaged Lock						1								
Mishandling of Passenger Property						1							1	
Mishandling of Passenger Property - Dam	aged/Missing I	temsCl	necke	d Bagg	age	1							1	
Patdown				1										
Patdown - Flyer				1										
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Br	east Car		1										
Property - Special Handling	1									1				
Property - Special Handling - Missing Item	1									1				
2021		2		1	1		3	2		1	5	8	1	2
Civil Rights							2	1						
Civil Rights - Perceived Religion								1						
Civil Rights - Transgender Screening							2							
Customer Service				1	1									
Customer Service - TCC				1										
Customer Service - TSO					1									
Expedited Passenger Screening Program							1			1	4	7	1	1
Expedited Passenger Screening Program	- TSA Applicat	ion Prog	ram									1		
Expedited Passenger Screening Program			Ium				1			1	4	6	1	1
Mishandling of Passenger Property	10/11/100/10	1					'				1	0		'
Mishandling of Passenger Property - Dama	aned/Missing I	temsC	arrv_or	a Lugas	ane						1			
Mishandling of Passenger Property - Dama		1	arry-or	Lugge	age									
Patdown	ageu/iviissii	1										1		
Patdown - Children		- 1										1		
Patdown - Non-Flyer		1										- 1		
Property - Special Handling		- 1						1						
. , ,														
Property - Special Handling - Damaged Ite				_		-		1						•
2022	6	2		1	4	7								2
Expedited Passenger Screening Program	4	2		1	4	6								1
Expedited Passenger Screening Program	4	2		1	4	6								1
Screening	2					1								

		TS	A Contact	Center (TC	C) Data Too	ol - FOIA							
tegories	10-Oct 1	1-Nov 1	12-Dec	01-Jan 0	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	431	493	528	520	574	326	239	348	369	389	407	396	5,020
2019				123	114	158	141	195	173	161	154	154	1,373
Civil Rights				3	2	2	6	11	7	1		7	42
Civil Rights - National Origin					1			1	•			2	4
Civil Rights - Perceived Religion					- '		1	- '					1
	4												
Civil Rights - Racial Profiling or Discrimina				3	1	1	5	8	3	1	3	3	28
Civil Rights - Screening of Religious Cultur									2				2
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der				1		2	2			1	6
Civil Rights - Sexual Orientation - Not Tran	nsgender											1	1
Customer Service				25	26	42	43	48	55	45	24	54	362
Customer Service - Others					1	2	2	4	4	3		2	18
Customer Service - TSO				25	25	40	41	44	51	42		52	344
Locks				8	8	13	6	9	12	7		11	86
Locks - General										1			
Locks - Missing or Damaged Lock				8	8	13	6	9	12	6	12	11	8
Lost and Found					3	2	4	2		4	1	2	18
Lost and Found - Airport/TSA					3	2	4	2		4	1	2	18
Mishandling of Passenger Property				34	25	35	28	33	26	40		35	28
	nand/Missina I	tome Carr	y on Luc	4	20	2	4	1	1	1		2	20
Mishandling of Passenger Property - Dama					0.4								
Mishandling of Passenger Property - Dama				27	21	29	20	23	22	35	25	29	23
Mishandling of Passenger Property - Dama	aged/Missing I	temsUnsp	pecified I	1	1			1					
Mishandling of Passenger Property - Disar	rayed Items0	Carry-on or	Checker	2	3	4	4	8	3	4	3	4	3
Patdown				1	3	4	1	3	2	1	1	2	1
Patdown - Flyer				1	2	4		3	1	1	1	2	1
Patdown - Flyer as Observer				'			1		1				
							- 1		- 1				
Patdown - Non-Flyer					1							_	_
Persons w/ Disabilities (PWD)				7	6	8	5	13	13	6	7	6	7
Persons w/ Disabilities (PWD) - Autism Sp	ectrum			1			1						
Persons w/ Disabilities (PWD) - Breast Ca	ncer					1							
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Br	east Cance	er			1						1	
Persons w/ Disabilities (PWD) - Cognitive									2				
	/Development	ai /iviciitai i	Disability				4					1	
Persons w/ Disabilities (PWD) - Diabetes							1				1	1	
Persons w/ Disabilities (PWD) - General					1			3		1			
Persons w/ Disabilities (PWD) - Hearing Ir	npairment			1	1		1		1		1		
Persons w/ Disabilities (PWD) - Internal M	edical Devices	3							2		1		
Persons w/ Disabilities (PWD) - Medical D	evices - Attacl	hed to the E	Body							1		1	
Persons w/ Disabilities (PWD) - Medically				1	1	2		2	1		1	1	
Persons w/ Disabilities (PWD) - Metal Imp				2	1	1			1	1			
		۸/۱۰ ا - اه - نام	04		ı		0						
Persons w/ Disabilities (PWD) - Mobility D			or Scool	1		2	2	3	3	3	2		1
Persons w/ Disabilities (PWD) - Prosthesis		nd Casts						1					
Persons w/ Disabilities (PWD) - Service A	nimals			1									
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	auma)			1	1							
Persons w/ Disabilities (PWD) - Visual Imp	pairment							2					
Persons w/ Disabilities (PWD) - Wheelcha		adway			1			2	3			2	
	iii/ Occobiei/ Oc	gway							1				
Prohibited & Permitted Items													
Prohibited & Permitted Items - Alcohol and	Lobacco								1				
Property - Special Handling				33	24	33	31	40	27	37	34	23	282
Property - Special Handling - Damaged Ite	ms - Carry-Or	1		3	3	3	4	5	2	4	6	3	3
Property - Special Handling - Damaged Ite	ms - Checked			8	8	6	6	12	4	6	12	4	6
Property - Special Handling - Missing Item				5	4	11	5	6	5	8		7	5
Property - Special Handling - Missing Item				17	9	13	16	17	16	19		9	12
	s - Checkeu			17	9	13	10	17		19			
Request for Assistance									1			1	
Request for Assistance - Other									1			1	
Screening				12	17	19	17	36	29	20	39	13	202
Screening - Inconsistency				1	1	2				1	1		
Screening - Lengthy Lines				1	3	3	5	13	12	7	9	2	5
Screening - Procedures/Process													
ŭ				9	12	12	11	21	16	11		11	13
Screening - Retrieving Abandoned/Confisc	cated Items			1		1		1	1	1			
Screening - Security Breach					1	1	1	1			1		
2020	144	136	187	142	145	94	22	34	46	52	66	50	1,118
Civil Rights	3	2	6	6	8	3	1	1	1		3	1	3
Civil Rights - Age					1		1						
Civil Rights - Hair Patdowns			1		'								
Civil Rights - Hall Fatuowiis			- 1										
					1								
Civil Rights - Perceived Religion		1	4	5	4	3			1		2		2:
	2			1									
Civil Rights - Perceived Religion		onial Items			0			1			1	1	
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu	ral and Cerem												
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity		onial Items 1	1		2			•					
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	ral and Cereman	1	1	40		40	0		4.4	47	44	40	
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	ral and Ceremo	1 44	50	40	45	18	3	9	14	17		13	29
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	ral and Cereman	1		40		18	3		14 1	17 2		13	29
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	ral and Ceremo	1 44	50		45		3					13	29 <sup>2</sup>
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	ral and Ceremond 1 33 2	1 44 4	50 3	2	45 3	2		9	1	2			29 1: 27:
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	33 2 31	1 44 4 40	50 3 47	2 38	45 3 42	2 16		9	1	2	11	13	29 1: 27: 4:
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General	33 2 31 8	1 44 4 40 6	50 3 47 4	2 38 9	45 3 42 5	2 16 5		9	1	2	11	13 1	29 1: 27: 4:
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	33 2 31	1 44 4 40 6	50 3 47 4	2 38 9	45 3 42 5 1	2 16 5	3	9	1 13	2	11 2	13	29 1 27 4
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	33 2 31 8	1 44 4 40 6	50 3 47 4 4 2	2 38 9	45 3 42 5 1 4 2	2 16 5 5	3	9	1 13	2	11 2 2	13 1	29 1 27 4 3
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	33 2 31 8 8	1 44 4 40 6 6 3 3	50 3 47 4 4 2 2	2 38 9 9 3 3	45 3 42 5 1 4 2	2 16 5 5 1	1 1	9	1 13 1 1	2 15	11 2 2 1	13 1	29 1 27 4 3 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	33 2 31 8	1 44 4 40 6	50 3 47 4 4 2	2 38 9	45 3 42 5 1 4 2	2 16 5 5	3	9	1 13	2	11 2 2 1	13 1	29 1 27 4 3 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	33 2 31 8 8	1 44 4 40 6 6 3 3	50 3 47 4 4 2 2	2 38 9 9 3 3	45 3 42 5 1 4 2	2 16 5 5 1	1 1	9	1 13 1 1	2 15	11 2 2 1 1 8	13 1	29 1 27 4 3 1 1 22
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	33 2 31 8 8 43 5	1 44 4 40 6 6 3 3 25 2	50 3 47 4 4 2 2 52 3	2 38 9 9 3 3 26 1	45 3 42 5 1 4 2 2 30	2 16 5 5 1 1 13	1 1 1	9	1 13 1 1 1 9	2 15 7 2	11 2 2 1 1 8	13 1 1 8 2	29 1 27 4 3 1 1 22
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 33 2 31 8 8 43 5 31	1 44 4 40 6 6 3 3 25 2	50 3 47 4 4 2 2 52 3 41	2 38 9 9 3 3 26 1 24	45 3 42 5 1 4 2 2 30	2 16 5 5 1	1 1	9	1 13 1 1 1 9	2 15 7 2 4	11 2 2 1 1 8	13 1	29 1 27 4 3 1 1 22 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 33 2 31 8 8 43 5 31 aged/Missing I	1 44 4 40 6 6 3 3 25 2 20 temsUnsp	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24	45 3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	9 9 6	1 13 1 1 1 9	2 15 7 2	11 2 2 1 1 8	13 1 1 8 2	29 19 273 44 39 14 14 223 11 18
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam	33 2 31 8 8 43 5 31 aged/Missing I 7	1 44 4 40 6 6 3 3 25 2	50 3 47 4 4 2 2 52 3 41	2 38 9 9 3 3 3 26 1 24 Jggage	45 3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	9	1 13 1 1 1 9	7 2 4 1	11 2 2 1 1 8	13 1 1 8 2	291 119 278 440 38 14 14 228 110 181
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 33 2 31 8 8 43 5 31 aged/Missing I	1 44 4 40 6 6 3 3 25 2 20 temsUnsp	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24	45 3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	9 9 6	1 13 1 1 1 9	2 15 7 2 4	11 2 2 1 1 8	13 1 1 8 2	297 15 278 4( 38 14 14 228 16 187
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam	33 2 31 8 8 43 5 31 aged/Missing I 7	1 44 4 40 6 6 3 3 25 2 20 temsUnsp	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 Jggage	45 3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1	9 9 6	1 13 1 1 1 9	7 2 4 1	11 2 2 1 1 8 8	13 1 1 8 2	297 18 278 40 38 14 14 228 18 18 23
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 33 2 31 8 8 43 5 31 aged/Missing I 7 4	1 44 4 40 6 6 3 3 25 2 20 temsUnsp	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 uggage 1 3	45 3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1 1	9 9 6	1 13 1 1 1 9	2 15 7 2 4 1	11 2 2 1 1 8 8	13 1 1 8 2	297 19 278 40 1 39 14 228 16 187 2 2 3 18 14 2 18 11 14
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 33 2 31 8 8 43 5 31 aged/Missing I 7 4	1 44 4 40 6 6 3 3 25 2 20 temsUnsp	50 3 47 4 4 2 2 52 3 41 pecified Lu	2 38 9 9 3 3 3 26 1 24 Juggage 1 3	45 3 42 5 1 4 2 2 30 1 26	2 16 5 5 1 1 13	1 1 1 1	9 9 6	1 13 1 1 1 9	2 15 7 2 4 1	11 2 2 1 1 8 8	13 1 1 8 2	1 297 19 297 19 278 278 278 278 278 278 278 278 278 278

					C) Data Too								
es	+	1-Nov 12		1-Jan 0	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes			1								1		2
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing I			1		1				1				3
Persons w/ Disabilities (PWD) - Medically		1	1	1	2	2					1	1	9
Persons w/ Disabilities (PWD) - Metal Imp										1			2
Persons w/ Disabilities (PWD) - Mobility [			2	1		1				1		1	8
Persons w/ Disabilities (PWD) - Ostomy/0					1								1
Persons w/ Disabilities (PWD) - Prosthes					1								2
Persons w/ Disabilities (PWD) - Respirato		Equipment				1	1						2
Persons w/ Disabilities (PWD) - Service A			1	1		1							3
Persons w/ Disabilities (PWD) - Touch Av												1	3
Persons w/ Disabilities (PWD) - Visual Im		1											
Persons w/ Disabilities (PWD) - Wheelch	1	4				1			1				7
Property - Special Handling	31	34	35	33	26	19	8	11	13	18	23	15	266
Property - Special Handling - Damaged It	2	1	4	2	2	1	1	1	1		1	2	18
Property - Special Handling - Damaged It	9	10	10	3	8	5	2	4	1	7	4	1	6
Property - Special Handling - Missing Iten	r 5	7	11	9	6	5	1	3	1	4	6	3	6
Property - Special Handling - Missing Iten	r 15	16	10	19	10	8	4	3	10	7	12	9	123
Request for Assistance	1												
Request for Assistance - Other	1												
Screening	13	15	30	19	20	28	6	7	6	7	14	9	174
Screening - Crew Member or Airline Emp	loyee			1	1		1		1				4
Screening - Inconsistency	ľ	2	1		1	2				1	2		(
Screening - Lengthy Lines	1	4	4	5	8	1	2	1		1	_		27
Screening - Procedures/Process	12	9	24	10	9	24	3	6	4	5	12	9	127
Screening - Retrieving Abandoned/Confis			1						1		- 12		121
Screening - Security Breach				3	1	1							
Strooming Security Drodon	74	73	49	58	61	74	76	119	150	176	187	192	1,289
dditional Information Required/Insufficient In		13	43	50	1	14	10	113	130	1/0	187	192	1,28
Additional Information Required/Insufficie		EMAIL ON	V										2
	nt information - T	EMAIL ON	_ Y		1			4			1	4	
Airline								1	4			1	6
Airline - Lost Baggage												1	
Airline - Policy/Regulations/Service								1	4				5
Civil Rights	3	4	1		4	3	4	6	3	1	3	1	33
Civil Rights - Civil Rights Violation (TSA E	Employee)		1				1						- 2
Civil Rights - Constitutional Rights		1										1	2
Civil Rights - Perceived Religion					1								
Civil Rights - Racial Profiling or Discrimin	3	1			3	1	2	5	2		3		20
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	2				1	1		1				5
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					
Civil Rights - Transgender Screening						1				1			
Claims			1			1	1	1				1	į
Claims - General			1			1	1					1	
Claims - Status								1					
customer Service	22	33	24	22	24	21	14	25	40	42	41	52	360
Customer Service - CSM		1		1									2
Customer Service - Others		1	2		1	1			1	2			
Customer Service - TCC			1			!				1			2
Customer Service - TSO	22	31	21	21	23	20	14	25	39	39	41	52	348
	22	31	21	21	23	20	14	25	39	1	41	52	340
HS TRIP													
DHS TRIP - General				4						1			
Ouplicate E-mail				1									
Duplicate E-mail - General				1									
Expedited Passenger Screening Program		1	4	5	7	11	26	41	50	83	98	95	42
Expedited Passenger Screening Program						1				2			
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program		ion Program		1			3	5	2	6	5	7	2
Expedited Passenger Screening Program		1	4	4	7	10	22	36	48	75	92	88	38
Expedited Passenger Screening Program	- TSA/DHS En	nployees - C	pt In				1						
Hazardous Materials Safety				1		1							
Hazardous Materials Safety - General				1		1							
Identification (ID) Requirements							2	1	1	1		1	
Identification (ID) Requirements - Domest	tic						1	1		1		1	4
Identification (ID) Requirements - Internat	ional Travel						1		1				
Locks	4	2		1	5		1	1					1
Locks - Missing or Damaged Lock	4	2		1	5		1	1					14
Lost and Found	1						1	2	2	1	1	1	
Lost and Found - Airport/TSA	1						1	2	2	1	1	1	
Mishandling of Passenger Property	4	10	9	6	7	3	6	6	8	7	5	1	72
Mishandling of Passenger Property - Dam		2	4	U	- 1	1	1	2	1	2	J	1	14
Mishandling of Passenger Property - Dam		8	5	6	7	2	4	3	7	5	4		5
					- 1			3	/	5	4		
Mishandling of Passenger Property - Dam		terrisUnsp	ecinea Lug	yage			1						
Mishandling of Passenger Property - Disa	1							1	_		1	1	4
No Jurisdiction				2	2	1	1	2	2	4	1		15
No Jurisdiction - No Referral					1					1			
No Jurisdiction - Refer to CBP					1	1	1	2	2	2	1		10
No Jurisdiction - Refer to Other				2						1			
Notice of Violation/Civil Penalties									1				
Notice of Violation/Civil Penalties - Gener	al								1				
Patdown				2			1		1		1	1	(
Patdown - Flyer				2			1		1		1	1	(
Persons w/ Disabilities (PWD)	1	2		3		2	2	1	4	7	2	3	27
Persons w/ Disabilities (PWD) - Breast Ca				J					7	- 1		J	1
Persons w/ Disabilities (PWD) - Breast Ca		aget Cancer									1		1
										4	1		
Persons w/ Disabilities (PWD) - Cognitive		ai /ivientai D	เรสมIIII							1			
Persons w/ Disabilities (PWD) - Diabetes				1						1			2

			A Contact (		•								
ries	10-Oct	11-Nov 1	2-Dec (	01-Jan 0	)2-Feb 0	3-Mar 0	•	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Tot
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Hearing Im												1	
Persons w/ Disabilities (PWD) - Internal Me				1									
Persons w/ Disabilities (PWD) - Medical De			Body						1			1	
Persons w/ Disabilities (PWD) - Medically N		1						1	1				
Persons w/ Disabilities (PWD) - Metal Impla	,											1	
Persons w/ Disabilities (PWD) - Respiratory		Equipment				1							
Persons w/ Disabilities (PWD) - Service An	imals								1	4			
Persons w/ Disabilities (PWD) - Touch Ave		auma)					1		1				
Persons w/ Disabilities (PWD) - Visual Impa		1											
Persons w/ Disabilities (PWD) - Wheelchai	r/ Scooter/ S	egway		1		1				1	1		
Prohibited & Permitted Items			2	3	1		2		1		2	2	
Prohibited & Permitted Items - Alcohol and	Tobacco						2				1	1	
Prohibited & Permitted Items - Breast Milk/I	Baby Formul	a/Breast Pu	mp									1	
Prohibited & Permitted Items - Firearm/Ami	munition								1				
Prohibited & Permitted Items - Food/Bevera	ages		2	1	1								
Prohibited & Permitted Items - General				2									
Prohibited & Permitted Items - Liquids/Gels	/Aerosols										1		
Property - Special Handling	23	12	3	5	4	16	6	14	21	11	13	8	
Property - Special Handling - Damaged Ite	3					2		1	2	1	1	2	
Property - Special Handling - Damaged Ite	4	4	1	2		6		2	8	4	2	3	
		5	- 1		2	4	3					2	
Property - Special Handling - Missing Item	5		0	1	3			6	5	3	7		
Property - Special Handling - Missing Item	11	3	2	2	1	4	3	5	6	3	3	1	
Request for Assistance											1		
Request for Assistance - Other											1		
Screening	16	9	5	7	6	15	9	18	12	18	18	25	
Screening - Children						1							
Screening - Crew Member or Airline Emplo	yee										1		
Screening - Inconsistency				3		1	1	1	2				
Screening - Lengthy Lines	1	1			1		2	6	3	6	6	4	
Screening - Procedures/Process	13	8	4	4	5	11	6	10	7	12	11	21	
Screening - Retrieving Abandoned/Confis	2					2		1					
Screening - Shoe Screening			1										
022	213	284	292	197	254								
Airline		1	1	1	1								
Airline - Policy/Regulations/Service		1	1	1	1								
Civil Rights	3	2	2	4	4								
	3				4								
Civil Rights - Age				1									
Civil Rights - Perceived Religion		1											
Civil Rights - Racial Profiling or Discrimina	3		2	3	3								
Civil Rights - Sex/Gender/Gender Identity-	Not Trans(	1			1								
Claims				1									
Claims - Status				1									
Current Topic		1											
Current Topic - Current Topic		1											
Customer Service	36	50	30	19	29								
Customer Service - CSM		1	1										
Customer Service - Others			1		1								
Customer Service - TSO	36	49	28	19	28								
DHS TRIP	00	70	1	10	1								
DHS TRIP - General			1		1								
Duplicate E-mail			1	1									
Duplicate E-mail - General			1	1									
Expedited Passenger Screening Program	123	182	203	141	184								
Expedited Passenger Screening Program -	Active Duty	Military			1								
Expedited Passenger Screening Program	1	3	3		1								
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	9	25	17	8	6								
Expedited Passenger Screening Program	112	154	183	133	175								
Expedited Passenger Screening Program -				100	1/3								
Identification (ID) Requirements	10A/DI10 L	ilipioyees - v	Оргіп		2								
` ' '	<u> </u>												
Identification (ID) Requirements - Domestic					1								
Identification (ID) Requirements - Internatio					1								
Identification (ID) Requirements - Minors I	1												
Locks		1	1		1								
Locks - Missing or Damaged Lock		1	1		1								
Lost and Found		4											
Lost and Found - Airport/TSA		4											
Mishandling of Passenger Property		6	7	5	5								
Mishandling of Passenger Property - Dama	ned/Missis	1	5	J	J								
Mishandling of Passenger Property - Dama		4	2	4	4								
Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disarr													
Mishanding of Passenger Property - Disarr	-	1		1	1								
	2	4	1	1	1								
No Jurisdiction				1									
No Jurisdiction  No Jurisdiction - No Referral					1								
No Jurisdiction	1	2											
No Jurisdiction  No Jurisdiction - No Referral	1	2	1										
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other					1								
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown			2										
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer	1	2	2		1								
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)	7		2										
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism St	7	5	2		1								
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Breast Ca	7	5	2 2 4		1								
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Breast Ca  Persons w/ Disabilities (PWD) - Diabetes	7 1 1	5 1 1	2		1								
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Breast Ca	7 1 1	5 1 1	2 2 4		1								
No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S  Persons w/ Disabilities (PWD) - Breast Ca  Persons w/ Disabilities (PWD) - Diabetes	7 1 1 1 arments/Dres	2 5 1 1 ssings/Ma	2 2 4		1								

		7	SA Contac	ct Center (*	TCC) Data <sup>-</sup>	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility [	1				2								3
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Service A	nimals		1		1								2
Persons w/ Disabilities (PWD) - Wheelcha	1	3											4
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol and	1												1
Prohibited & Permitted Items - Beauty & G	Prooming Ite	1											1
Prohibited & Permitted Items - Electronic	Devices	1											1
Prohibited & Permitted Items - Food/Beve	2	1	1										4
Property - Special Handling	25	13	13	14	8								73
Property - Special Handling - Damaged Ite	4	1	1		2								8
Property - Special Handling - Damaged Ite	1	2	3	5	1								12
Property - Special Handling - Missing Item	14	8	7	6	4								39
Property - Special Handling - Missing Item	6	2	2	3	1								14
Screening	13	12	23	10	13								71
Screening - Crew Member or Airline Empl	oyee				1								1
Screening - Inconsistency	2	2	4	1	1								10
Screening - Lengthy Lines	1	3	6	4	3								17
Screening - Procedures/Process	10	7	13	5	8								43
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportabl	e Communi	cation	1										1
TWIC			1										1
TWIC - General			1										1

							Tool - FOIA							
ategories	10-Oct	11-Nov			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	8	:	5	3	5	8		_		1	3	4	~	48
2019					1	2		2			1		2	8
Mishandling of Passenger Property						1		1			1		2	į
Mishandling of Passenger Property - Dan	naged/Missin	g Items	Checke	ed Bagga	ge	1					1		2	4
Mishandling of Passenger Property - Disa	arrayed Items	Carry-o	n or Cl	hecked				1						
Property - Special Handling						1		1						
Property - Special Handling - Missing Iter	ns - Carry-Or	1				1								
Property - Special Handling - Missing Iter								1						
Screening					1									
Screening - Procedures/Process					1									
2020	3			2	2	1	1		1		1	1		1:
Civil Rights	1			1										
Civil Rights - Racial Profiling or Discrimin	nation			1										
Civil Rights - Sex/Gender/Gender Identity														
Customer Service							1							
Customer Service - TSO							1							
Locks	1											1		
Locks - Missing or Damaged Lock	1											1		
Mishandling of Passenger Property				1							1			
Mishandling of Passenger Property - Dan	l naged/Missing	n Items	C	1							1			
Patdown	naged/Wilson	g items-		'					1					
Patdown - Flyer									1					
Property - Special Handling					1	1			'					
Property - Special Handling - Damaged It	tems - Check	ad				1								
Property - Special Handling - Missing Iter		5u			1	- 1								
Screening	1				1									
Screening - Procedures/Process	1				1									
2021	1			1	- 1	3	1		1	1	1	3	3	1
Civil Rights	1			1		1			1	1	1	3	3	
Civil Rights - Racial Profiling or Discrimin	l					1								
Expedited Passenger Screening Program	lation					- 1			1		1	2	0	
	TCA DroCk	no alc							1		1			
Expedited Passenger Screening Program	I - TOA PIECI	IECK		1								2	2	
Mishandling of Passenger Property	1/h 4: i		0											
Mishandling of Passenger Property - Dan	naged/iviissinį T	g items	C	1										
Persons w/ Disabilities (PWD)												1		
Persons w/ Disabilities (PWD) - Diabetes												1		
Property - Special Handling	1	_				1							1	
Property - Special Handling - Damaged II		Jn				1								
Property - Special Handling - Missing Iter	η 1												1	
Screening						1				1				
Screening - Lengthy Lines						1								
Screening - Procedures/Process							1			1				
2022	4	,	5		2	2								1:
Customer Service	1													
Customer Service - TSO	1													
Expedited Passenger Screening Program	3		4		1	2								1
Expedited Passenger Screening Program	1 3		4		1	2								1
No Jurisdiction					1									
No Jurisdiction - Refer to Other					1									
Property - Special Handling			1											
Property - Special Handling - Missing Iter	ms - Checke		1											

			ISA Conta	ci Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATY	2	2		1					1				(
2020	2												2
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	1												
Customer Service - TSO	1												
2021									1				
Customer Service									1				
Customer Service - TSO									1				
2022		2		1									
Civil Rights		1											
Civil Rights - Sex/Gender/Gender Identity-	Not Trans	1											
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA PreC	1											
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Disar	rrayed Items	sCarry-on	or Checke	1									

			I SA CUIILA	ci centei (	ICC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUG					1	1	4		1	1		1	9
2019							1			1			2
Customer Service							1						1
Customer Service - TSO							1						1
Screening										1			1
Screening - Lengthy Lines										1			1
2021						1	3		1			1	6
Customer Service						1	2						3
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program	- TSA PreC	Check					1		1				2
Screening												1	1
Screening - Procedures/Process												1	1
2022					1								1
Customer Service					1								1
Customer Service - TSO					1								1

Carbon   C	102         95         106         1,247           37         37         33         29         296           2         2         3         2         12           1         1         4         1         2           1         1         4         5         4         7         4         54           5         4         6         4         53         2         1         1         1         1         1         1         1         4         3         3         21         1
2019   22   23   25   27   24   27   27   27   28   28   28   27   28   27   28   28	37         33         29         296           2         2         3         2         12           1         1         4         4         1         2           1         1         1         4         4         54         1<
Cook Rights - Har Phatbooms	2       2       3       2       12         1       1       4       4         1       2       2       5         1       1       1       4         5       4       7       4       54         5       4       6       4       53         1       1       1       1         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         1       1       7       5       74         2       3       1       2       15         1       1       2       3       1       16         2       3       1       2       15         1       1       1       1       1         1       1       1       1       1         1       1       1       1       1         1       1       1       1       1
Coli Rights - Read Profiting of Discrimation	1 2 2 5 5 1 1 1 1 4 4 1 5 4 7 4 5 4 5 4 7 4 5 4 5 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Coli Rights - Read Profiting of Discrimation	1 2 2 5 5 1 1 1 1 4 4 1 5 4 7 4 5 4 5 4 7 4 5 4 5 4 6 4 5 3 5 5 6 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Chill fights - Road-Profiling or Discrimination  Chill fights - Sourceden Control (Section 1998)  Chill fights - Transported Screening  A D 7 7 7 5 4 7 4 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1         1         4         4         1         4         5         5         1         1         1         1         1         5         4         7         4         54         6         4         53         1         1         4         4         53         2         1         1         4         4         1         3         3         21         1         1         1         1         2         4         4         4         1         3         3         21         1         1         1         1         1         1         2         4         4         4         1         3         3         21         1 </td
Civil rights - Secretary Country Secretary   1   2   2   2   2   2   2   2   2   2	1       2       2       5         1       1       1       1         5       4       6       4       53         1       1       1       1         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         1       1       7       5       74         2       2       3       1       21       15         1       1       2       3       1       17       17         1       2       3       1       10       17       17       14       16       17       17       14       17       17       14       17       17       14       17       17       14       17       18 <t< td=""></t<>
Child Rights - Transported Seroening	1       5       4       7       4       54         5       4       6       4       53         1       1       1       1         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         7       8       6       3       55         2       3       1       12       15         1       2       3       1       17         1       2       3       1       16         2       3       3       4       22         3       3       4       22         3       1       2       3       1         4       1       1       1       1         4       1       1       1       1         5       1       1       1       1         1       1       1
Customer Service - O'Date	5         4         7         4         54           1
Customer Service - Others	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Caclamer Service - TSO	5       4       6       4       53         1       1       1       1         4       1       3       3       21         4       1       3       3       21         1       1       7       5       74         2       4       7       8       6       3       55         2       3       1       2       15       1       2       15       1       17       1
Boerffication (D) Requirements	1         1
Bernification (ID) Requirements - Domesic   1   1   1   3   3   3   2   2   3   4   1   3   3   3   3   2   2   3   4   1   3   3   3   3   2   2   3   4   1   3   3   3   3   3   2   2   3   4   1   3   3   3   3   3   3   3   3   3	1         1
Identification (DI) Requirements - Dornesisc   1	4       1       3       3       21         4       1       3       3       21         4       1       3       3       21         1       11       7       5       74         2       3       1       2       15         1       2       3       1       17         1       2       3       1       16         2       3       3       4       22         3       3       4       22         1       1       2       3       1         1       1       2       3       1       16         2       3       3       4       22       3       1
Locks   Missing or Damaged Lock   3	4       1       3       3       21         4       1       3       3       21         1       11       7       5       74         2       4       4       7       8       6       3       55         2       3       1       2       15       1       12       15         1       2       3       1       17       16       17       16       17       16       17       16       17       16       17       16       17       16       17       17       17       14       17       17       18<
Locks - Missing of Damaged Lock   3	4       1       3       3       21         11       11       7       5       74         2       4       4       7       8       6       3       55         2       3       1       2       15       1       12       15       1       17       1
Mishanding of Passenger Property   DamaguedMissing Barns-Carry-on Log   1   1   2   2   3   3   3   2   3   3   3   3	11       11       7       5       74         2       4       7       8       6       3       55         2       3       1       2       15         1       2       3       1       17         1       2       3       1       16         2       3       3       4       22         1       1       2       3         1       1       2       3         1       1       3       1         1       1       3       1         1       1       1       3         1       1       1       3         1       1       1       3         1       1       2       4         1       1       2       4         1       1       2       4         1       1       2       4         2       3       3       3         3       3       3       2         4       4       4       1       28         4       4       4       1       1         1
Mehandring of Passenger Property - Damaged/Misering Immer-Carty-on Log 1	2
Mishanding of Passenger (Property - Diamaged Missing Interns-Checked Bail	7       8       6       3       55         2       3       1       2       15         1       2       3       1       17         1       2       3       1       16         2       3       3       4       22         1       1       2       1       1         1       1       2       1       1         1       1       3       1       1       1       1         1       1       1       3       1
Methandring of Passenger Property - Disarrayed Illems-Carry-on or Checker   1	2
Patdown - Flyer	1       2       3       1       17         1       2       3       1       16         2       3       3       4       22         1       1       2       1       1         1       1       2       3       1         1       1       1       3       1       1       1         1
Patdown - Flyer	1       2       3       1       17         1       2       3       1       16         2       3       3       4       22         1       1       2       1       1         1       1       2       3       1         1       1       1       3       1       1       1         1
Pattown - Flyer   1	1       2       3       1       16         2       3       3       4       22         1       1       1       1         1       1       1       3         1       1       1       3         1       1       1       3         1       1       1       1         1       1       1       1         1       1       1       1         8       10       7       7       64         3       1       2       8         1       1       2       4       19         3       2       9       9       4       4       1       28         4       4       4       1       28       1       1       33       31       31       31       31       31       31       31       32       32       9       4       4       4       4       1       28       4       4       4       1       28       4       4       4       1       28       4       4       4       1       28       2       1       1       1
Persons w Disabilities (PWD) - Muster Spectrum	1 2 3 3 4 22
Persons w Disabilities (PWD) - Cognitive (Developmental Mental Disability   1   1   1   1   1   1   1   1   1	2       3       3       4       22         1       1       1       1         1       1       3       1         1       1       1       3         1       1       1       3         1       1       1       1         1       1       1       1         1       1       1       1         1       1       2       4       19         3       2       9       9         4       4       4       1       28         4       4       4       1       28         4       4       4       1       28         4       4       4       1       28         4       4       4       1       28         4       4       4       1       28         1       1       1       1       1         1       1       1       1       1         1       1       1       1       1         1       1       1       1       1         2       2       3       3
Persons will Disabilities (PWD) - Outpetings (PwD) - Outpetings (PwD) - Outpetings (PwD) - Outpeting	1 1 1 2 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons will Disabilities (PWD) - Copyrilive (PWD) - Elabetes   1   1   1   1   1   1   1   1   1	1
Persons w Disabilities (PWD) - Disabetes   1   1   1   2   3   3   3   3   3   3   3   3   3	1       1       3         1       1       1         2       3         1       1       1         1       1       1         1       1       1         1       1       5         8       10       7       7       64         3       1       2       4       19         3       2       9       4       4       1       28         4       4       4       1       28       4       4       1       28         4       4       4       4       1       28       1       <
Persons w Disabilities (PWD) - Central dictal education of the disabilities (PWD) - Medically Necessary Medication and Medical Supplies   1   1   2   2   2   2   2   3   3   3   3   3	1 1 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w Disabilities (PWD) - Central dictal education of the disabilities (PWD) - Medically Necessary Medication and Medical Supplies   1   1   2   2   2   2   2   3   3   3   3   3	1 1 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w Obsabilities (PWD) - Internal Medical Devices	1 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w Disabilities (PWD)   Medically Necessary Medication and Medical Supplies   1   1   1   1   1   1   1   1   1	2   3   1   1   1   3   3   1   1   1   1
Persons w/ Disabilities (PWD) - Metal Implants (gint)	1       1       1       3         1       1       1       1         1       1       5       8       10       7       7       64         3       1       2       8       19       3       12       8       19       3       2       9       4       4       19       3       31       2       4       4       19       3       31       11       2       4       19       3       31       3       3       11       2       4       4       4       19       3       3       3       11       2       4       4       4       19       3       3       3       11       1       2       4       4       4       4       1       28       4       4       4       4       1       28       4       4       4       1       28       2       1
Persons w  Disabilities (PWD)  Shoolily (Not Wheelchair or Scot   1	1         1         3           1         1         1           1         5         8           8         10         7         7         64           3         1         2         8           1         1         2         4         19           3         2         9         4         4         1         28           4         4         4         1         28         1
Persons W Disabilities (PWD) - Service Animals	1 1 1 5 8 10 7 7 64 3 1 2 8 1 1 2 4 19 3 2 9 4 4 4 4 1 28 4 4 3 31 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Persons w Disabilities (PWD) - Touch Aversion (pain/trauma)	1 1 1 5 8 10 7 7 64 3 1 2 8 1 1 2 4 19 3 2 9 4 4 4 4 1 28 4 4 3 31 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Persons w Disabilities (PWD) - Touch Aversion (pain/trauma)	1 1 5 8 10 7 7 64 3 1 2 8 1 1 2 4 19 3 2 9 4 4 4 4 1 28 4 4 3 31 1 3 3 3 3 31 1 2 8 9 17 12 18 251 1 1 1 1 1 1 1 1 1 6 1 1 1 1 6 1 1 1 1
Persons w Disabilities (PWD) - Wheelchair Scooler/ Segway   5	1         5           8         10         7         7         64           3         1         2         8         19           3         2         9         4         4         1         28           4         4         4         1         28         1         1         33         31         1         1         1         1         1         1         1         1         2         1         1         2         2         1<
Property - Special Handling - Damaged Items - Carry-On	8     10     7     7     64       3     1     2     4     19       3     2     9     4     4     1     28       4     4     4     1     28       4     4     4     3     31       1     3     3     24       1     2     1     2       9     17     12     18     251       1     1     1     1       1     1     1     1       1     1     1     6       1     1     1     6       2     2     3     30       2     2     3     30       2     2     3     28       1     1     11     11       1     1     11     11       3     9     4     6     74       2     7     3     5     56       1     1     1     1     10
Property - Special Handling - Damaged Items - Carry-On	3     1     2     8       1     1     2     4     19       3     2     9       4     4     4     1     28       4     4     4     3     31       1     3     3     24       1     2     1     2       2     1     1     1     11       1     1     1     1     1       1     1     1     1     6       1     1     1     1     6       2     2     3     30       2     2     3     30       2     2     3     30       1     1     11     11       1     1     1     11       1     1     1     11       2     2     3     28       1     1     1     11       3     9     4     6     74       2     7     3     5     56       1     1     1     1     10
Property - Special Handling - Oamaged Items - Care/On	1         1         2         4         19           3         2         9         9           4         4         4         1         28           4         4         3         31         1           1         3         3         24         1         1           1         1         2         2         1
Property - Special Handling - Missing Items - Carry-On	3         2         9           4         4         4         1         28           4         4         4         3         31           1         3         3         3         24           1         2         2         2         251           1         1         1         1         1           1         1         1         1         6           1         1         1         6         1         1         6           2         2         3         30         2         2         3         30         2         2         3         30         3         3         1
Property - Special Handling - Missing Items - Checked	4     4     4     1     28       4     4     3     31       1     3     3     24       1     2     1     2       9     17     12     18     251       1     1     1     1       1     1     1     6       1     1     1     6       1     1     1     6       2     2     3     30       2     2     3     30       2     2     3     28       1     1     11     11       3     9     4     6     74       2     7     3     5     56       1     1     1     10
Screening - Inconsistency   1	4     4     3     31       1     3     3     24       1     2     1     2       9     17     12     18     251       1     1     1     1     1       1     1     1     6       1     1     1     6       2     2     3     30       2     2     3     30       2     2     3     28       1     1     11     11       3     9     4     6     74       2     7     3     5     56       1     1     1     10
Screening - Inconsistency   1	4     4     3     31       1     3     3     24       1     2     1     2       9     17     12     18     251       1     1     1     1     1       1     1     1     6       1     1     1     6       2     2     3     30       2     2     3     30       2     2     3     28       1     1     11     11       3     9     4     6     74       2     7     3     5     56       1     1     1     10
Screening - Inconsistency   1	1 1 3 3 3 44 1 2 18 251 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines   1	1     3       3     3       1     2       1     1       2     1       1     1       1     1       1     1       1     1       1     1       2     2       2     2       3     28       1     1       1     1       1     1       1     1       2     2       3     9       4     6       7     3     5       5     56       1     1     1       1     1     1
Screening - Procedures/Process   3 5 4 3 3 3 3 3   Screening - Retrieving Abandoned/Confiscated Items	3     3     24       1     2       9     17     12     18     251       1     1     1     11       1     1     1     6       1     1     1     6       2     2     3     30       2     2     3     28       1     1     11     11       1     1     11     11       3     9     4     6     74       2     7     3     5     56       1     1     1     10
Screening - Retrieving Abandoned/Confiscated Items	1 2 9 17 12 18 251 1 1 1 1 1 1 1 1 1 1 1 1 6 1 1 1 1 6 1 1 2 3 30 1 2 2 3 30 2 2 2 3 28 1 1 1 1 1 11 1 1 1 11 3 9 4 6 74 2 7 3 5 56 1 1 1 1 10
Screening - Security Breach   Streening - Stre	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
2020	9         17         12         18         251           1         1         1         1           1         1         1         6           1         1         1         6           1         1         1         1           2         2         3         30           2         2         3         28           1         1         11         11           3         9         4         6         74           2         7         3         5         56           1         1         1         10
2020	1 1 1 11 1 1 1 1 1 1 1 6 1 1 1 6 1 1 1 2 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - National Origin	1 1 1 1 11
Civil Rights - National Origin   Civil Rights - Perceived Religion   1	1 1 1 1 6 1 1 1 1 6 1 1 1 1 1 1 1 1 1 1
Civil Rights - Perceived Religion	1 1 1 6 1 1 1 6 1 1 2 2 3 300 2 2 2 3 28 1 1 1 1 11 1 1 1 11 3 9 4 6 74 2 8 2 7 3 5 56 1 1 1 1 10
Civil Rights - Racial Profiling or Discrimination   1   1   1   1   1   1   1   1   1	1     1     1     6       1     1     1       2     2     3     30       2     2     3     28       1     1     11     11       1     1     1     11       3     9     4     6     74       2     7     3     5     56       1     1     1     10
Civil Rights - Serveling of Religious Cultural and Ceremonial Items   1   1   1   1   1   1   1   1   1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender   1	1 1 2 2 3 300 2 2 2 3 28 1 1 1 11 11 11 13 9 4 6 74 8 2 7 3 5 56 1 1 1 1 10
Customer Service	2 2 3 300 2 2 3 28 1 1 1 11 1 1 11 3 9 4 6 74 2 7 3 5 56 1 1 1 1 10
Customer Service - Others	2     2     3     30       2     2     3     28       1     1     11       1     1     11       3     9     4     6     74       2     8       2     7     3     5     56       1     1     1     1     10
Customer Service - Others	2 2 3 28 1 1 1 11 1 1 11 3 9 4 6 74 2 8 2 7 3 5 56 1 1 1 10
Customer Service - Others	2 2 3 28 1 1 1 11 1 1 11 3 9 4 6 74 2 8 2 7 3 5 56 1 1 1 10
Customer Service - TSO         7         6         5         1         2         2         2         3           Locks         2         1         2         3         1         1         1         1           Locks - Missing or Damaged Lock         2         1         2         3         1         1         1           Mishandling of Passenger Property         5         7         9         10         8         7         3         3         9         4         6           Mishandling of Passenger Property - Damaged/Missing ItemsC         1         1         2         1         1         2           Mishandling of Passenger Property - Damaged/Missing ItemsC         1         1         2         1         1         2           Mishandling of Passenger Property - Damaged/Missing ItemsC         1         1         2         1         1         2           Mishandling of Passenger Property - Damaged/Items         5         5         7         9         4         5         2         2         2         7         3         5           Mishandling of Passenger Property - Damaged Items         2         1         3         1         1         1         1	2     2     3     28       1     1     11       1     1     11       3     9     4     6     74       2     8       2     7     3     5     56       1     1     1     1     10
Locks	1     1     11       1     1     1     11       3     9     4     6     74       2     8     2     7     3     5     56       1     1     1     1     10
Locks - Missing or Damaged Lock	1     1     11       3     9     4     6     74       2     8     2     7     3     5     56       1     1     1     10
Mishandling of Passenger Property         5         7         9         10         8         7         3         3         3         9         4         6           Mishandling of Passenger Property - Dam         5         5         7         9         4         5         2         2         7         3         5           Mishandling of Passenger Property - Dam         5         5         7         9         4         5         2         2         2         7         3         5           Mishandling of Passenger Property - Dam         5         5         7         9         4         5         2         2         7         3         5           Mishandling of Passenger Property - Dam         5         5         7         9         4         5         2         2         1         1         1           Patdown         3         2         1         3         1         2         2         1         1           Persons W Disabilities (PWD)         1         2         1         3         1         3         1         3         1         3         1         3         1         3         1         4	3     9     4     6     74       2     8       2     7     3     5     56       1     1     1     10
Mishandling of Passenger Property - Damaged/Missing ItemsC 1 1 1 2 1 1 2 2 3 3 5 Mishandling of Passenger Property - Dam 5 5 7 9 4 5 2 2 2 7 3 5 5 Mishandling of Passenger Property - Disarrayed Item 2 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2     8       2     7     3     5     56       1     1     1     10
Mishandling of Passenger Property - Damaged/Missing Items—C       1       1       2       1       1       2         Mishandling of Passenger Property - Dam       5       5       7       9       4       5       2       2       2       7       3       5         Mishandling of Passenger Property - Damaged Item       2       1       2       2       2       2       7       3       5         Mishandling of Passenger Property - Damaged Items—C       1       1       2       2       2       2       1       2       1       1	2     8       2     7     3     5     56       1     1     1     10
Mishandling of Passenger Property - Dam	2     7     3     5     56       1     1     1     1     10
Mishandling of Passenger Property - Disarrayed Item       2       1       2       2       1       1       1         Patdown       3       2       1       3       1       1       1         Patdown - Flyer       3       2       1       3       1       1       1         Persons W Disabilities (PWD)       5       1       3       1	1 1 1 10
Patdown       3       2       1       3       1       1         Patdown - Flyer       3       2       1       3       1       1         Persons W/ Disabilities (PWD)       5       1       3       1       1         Persons W/ Disabilities (PWD) - Cognitive /Developm       1	
Patdown - Flyer       3       2       1       3       1         Persons W/ Disabilities (PWD)       5       1       3       1         Persons W/ Disabilities (PWD) - Cognitive / Developm       1       1         Persons W/ Disabilities (PWD) - Diabetes       2       1         Persons W/ Disabilities (PWD) - Medical Devices - Attached to the Body       1         Persons W/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies       1         Persons W/ Disabilities (PWD) - Mobility Disability (Ni       1         Persons W/ Disabilities (PWD) - Wheelchair/ Scooter/       1       1         Property - Special Handling       9       9       5       11       6       8       2       1       3       5       4       5         Property - Special Handling - Damaged Items - Carry-On       1       2       1       1       1       1         Property - Special Handling - Damaged Items - Carry-On       1       2       1       1       1       1         Property - Special Handling - Damaged Items - Carry-On       1       2       1       1       1       1	1 11
Persons w/ Disabilities (PWD)   5   1   3   1	
Persons w/ Disabilities (PWD) - Cognitive / Developm	
Persons w/ Disabilities (PWD) - Diabetes   2	10
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies       1         Persons w/ Disabilities (PWD) - Mobility Disability (N       1         Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/       1       1         Property - Special Handling       9       9       5       11       6       8       2       1       3       5       4       5         Property - Special Handling - Damaged Items - Carry-On       1       2       1       1       1       1         Property - Special Handling - Damaged Items - Carry-On       1       2       1       4       1       1       3	1
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Property - Special Handling         9         5         11         6         8         2         1         3         5         4         5           Property - Special Handling - Damaged It         4         5         1         1         1         1         1         3	1
Property - Special Handling - Damaged Items - Carry-On         1         2         1         1         1           Property - Special Handling - Damaged Items - Carry-On         4         5         5         1         4         1         1         3	3
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Screening - Procedures/Process	
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Civil Rights - Hair Patdowns	$\begin{array}{cccccccccccccccccccccccccccccccccccc$
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Civil Rights - Racial Profiling or Discrimination 1 1 1 1 1 2 1	$\begin{array}{cccccccccccccccccccccccccccccccccccc$

ategories			- ''	SA CUIILAC	Center	(TCC) Data <sup>-</sup>	001 - FUIA							
-	3	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
,	Claims							1						1
	Claims - Status							1						
-	Customer Service		2	6		1 4	4	7	5	3	8	4	4	5
	Customer Service - TCC					1	-						-	
	Customer Service - TSO		2	6		1 3	4	7	' 5	3	8	4	4	50
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	Duplicate E-mail							1						
	Duplicate E-mail - General							1						1
F	Expedited Passenger Screening Program			1	3	3 1	4	7	15	21	25	31	37	145
	Expedited Passenger Screening Program	- DoD							1					1
	Expedited Passenger Screening Program	- TSA Applic	ation Progr	am			1	2	3	1		2	1	10
	Expedited Passenger Screening Program			1		3 1	3	5		20	25	29	36	134
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	Human Capital - Prospective Employment								1					
	Locks	2					1			1				
	Locks - Missing or Damaged Lock	2					1			1				4
- 1	Lost and Found			2					1					
	Lost and Found - Airport/TSA			2					1					
	Mishandling of Passenger Property	2	3	4		1 1		3			4			18
	Mishandling of Passenger Property - Dam		1	1		1					1			
			1			1		1						
	Mishandling of Passenger Property - Dam			3		1					3			
	Mishandling of Passenger Property - Disa	2	1					2	!					
1	No Jurisdiction										1		1	
	No Jurisdiction - Refer to Other										1		1	
	Patdown											1	2	
	Patdown - Children											1	_	
	Patdown - Flyer											- 1	2	:
	•					4								
	Persons w/ Disabilities (PWD)		1			1	1		1	1	1		1	
	Persons w/ Disabilities (PWD) - Autism S								1					1
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			4											
	Persons w/ Disabilities (PWD) - Prosthesi	s/Ampulees	1			1								2
	Prohibited & Permitted Items			1						1		1	1	4
	Prohibited & Permitted Items - Alcohol and	d Tobacco		1										
	Prohibited & Permitted Items - Food/Beve	rages											1	1
	Prohibited & Permitted Items - Knives/Too	ols/Razors/Sh	narp Objects	3						1		1		2
	Property - Special Handling	3	5	2		1	1	2	2	7	4	3		30
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	Property - Special Handling - Missing Item			1						1				2
	Property - Special Handling - Missing Item	1	2	1			1	1	2	2	1	1		12
	Screening	4		1	4	1	4	4	5	7	5	8	11	53
	Screening - Children										2			2
	Screening - Inconsistency					1			1					2
	Screening - Lengthy Lines							2		5		2	3	14
	Screening - Procedures/Process			1		3								
						3	4	2	2	2	3	6		
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2022	•	59	92	97	60								8	367
	•		92			59							8	367
	2	59	92	97	60	59							8	367 6
	Civil Rights Civil Rights - Hair Patdowns	<b>59</b> 3 1	92	<b>97</b>	60	) 59 1							8	367 6 2
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	59 3 1 ation	92	<b>97</b>	60	59							8	367 6 2
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	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 1 1 1 rrayed Item 2 2 4 1 mpairment	12 12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1							8	367 6 2 3 3 3 3 2 2 5 2 2 2 2 2 3 3 3 3 4 3 3 3 3 4 3 3 4 3 3 4 3
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 1 1 1 rrayed Item 2 2 4 1 mpairment	12 12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1							8	367 6 2 3 3 3 3 2 2 5 2 2 2 2 2 3 3 3 3 4 3 3 3 3 4 3 3 4 3 3 4 3
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa Mo Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I	59 3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 1 1 1 rrayed Item 2 2 4 1 mpairment 1	12 12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1							8	367 6 2 33 34 225 229 229 8 8 8 8 8 9
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N	59 3 1 ation 1 1 7 36 - Active Duty - DoD 3 33 1 1 1 mrayed Item 2 2 4 1 mpairment 1 Necessary	12 69 Military 1 9 59 1 1	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1							8	36' ( ) ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33 1 1 1 rrayed Item 2 2 4 1 mpairment 1 Necessary 1	12 69 Military 1 9 59 1 1	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1							8	36
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi	59 3 1 ation 1 1 7 36 - Active Duty - DoD 3 333 1 1 1 rrayed Item 2 2 4 1 mpairment 1 Necessary 1 1	12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 1 41 2 2 2 9 39 1 1 3 3								36 ( )
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 33  11 1 rrayed Item  2 2 4 1 mpairment 1 Necessary 1 air/ Scooter/ S	12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59 3 3 3 1 2	66	5 3 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1							8	36' ( ) ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelche	59   3   1   1   1   7   7   36   6   - Active Duty - DoD   3   33   1   1   1   1   1   1   1	12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59	66	5 3 5 3 1 41 2 2 2 9 39 1 1 3 3							8	36' ( ) ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi	59   3   1   1   1   7   7   36   6   - Active Duty - DoD   3   33   1   1   1   1   1   1   1	12 69 / Military 1 9 59	97 2 1 1 8 1 7 70 1 1 2 8 59 3 3 3 1 2	66	5 3 5 3 1 41 2 2 2 9 39 1 1 3 3							8	367 6 2 3 3 3 3 2 2 5 2 2 2 2 3 3 3 3 3 4 3 3 3 3 3 3 3 3 3 3
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelchal Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	59   3   1   1   1   7   36   - Active Duty   - DoD   3   33   3   1   1   1   1   1   1	12 69 / Military 1 9 59	97 2 1 1 8 1 7 7 70 1 2 2 8 59 3 3 3 1 2	66	5 3 5 3 1 41 2 2 2 9 39 1 1 3 3								367 6 2 3 3 3 2 2 2 2 2 2 2 3 3 3 4 3 4 3 4 3
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Food/Beve	S9   3   1   1   1   1   7   36   - Active Duty   - DoD   3   33   1   1   1   1   1   1   1	12 69 / Military 1 9 59	97 2 1 1 8 1 7 7 70 1 2 2 8 59 3 3 3 1 2	66	59 1 1 5 3 5 3 1 41 2 2 2 9 39 1 1 3 3 3 1								367 6 2 2 38 32 2257 22 229 4 4 5 5 5 5 7 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Versons of Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Liquids/Ge	59 3 1 ation 1 1 7 36 - Active Duty - DoD 3 333 1 1 1 mrayed Item 2 2 4 1 mpairment 1 Necessary 1 air/ Scooter/ S air/ Scooter/ S 1 rages 1 3	12 12 69 / Military 1 9 59	97 2 1 1 8 1 7 7 70 1 2 2 8 59 3 3 3 1 2	66	59 1 1 5 3 5 3 6 3 1 41 2 2 2 9 39 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							8	367 6 2 2 38 32 257 22 229 3 3 5 5 5 6 6 7 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons W/ Disabilities (PWD) - Diabetes Persons W/ Disabilities (PWD) - Hearing I Persons W/ Disabilities (PWD) - Medically Persons W/ Disabilities (PWD) - Medically Persons W/ Disabilities (PWD) - Medically Persons W/ Disabilities (PWD) - Prosthesi	59 3 1 ation 1 1 7 7 36 - Active Duty - DoD 3 333 1 1 1 rrayed Item 2 2 4 1 mpairment 1 Necessary 1 air/ Scooter/ s 1 rrages 1 3 ems - Carry-6	12 12 69 / Military 1 9 59	97 2 1 1 8 1 7 7 70 1 2 2 8 59 3 3 3 1 2	66	59 1 1 5 3 5 3 6 3 1 41 2 2 2 9 39 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								367 6 2 2 1 1 1 2 2 3 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Versons of Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Liquids/Ge	59   3   1   1   1   7   7   36   6   6   6   6   6   6   6   6	12 12 69 / Military 1 9 59	97 2 1 1 8 1 7 7 70 1 2 2 8 59 3 3 3 1 2	66	59 1 1 5 3 5 3 6 3 1 41 2 2 2 9 39 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							8	367 6 2 1 1 1 2 35

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	1			3									4
Screening	2	7	8	6	8								31
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines		2	1	1	5								9
Screening - Procedures/Process	2	4	6	3	3								18
Screening - Shoe Screening				1									1
Screening - Traveling with Cash		1											1

Categories	10.004	11_Nex					001 - FUIA		OE Mari	06 1	07 11	N9 A~	00 800	Total
		I1-Nov	12-De		-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	14	13	5	16	10	10	9	4		9	11			133
2019					2	3	5	1	5	2	1			29
Civil Rights	41					1						2		3
Civil Rights - Racial Profiling or Discrimina	auon I					-						1		1
Civil Rights - Transgender Screening Customer Service						1	1		4	1		1	2	2
Customer Service - Others							1	1	1	1		1	2 1	7
Customer Service - Others  Customer Service - TSO							1		- 4	4		1	1 1	1
Locks						1	ı	1	1	1		1	I	6
Locks - Missing or Damaged Lock						1								1
Mishandling of Passenger Property					1	- 1								1
Mishandling of Passenger Property - Dam	  aged/Missing	ltems(	Checked F	Rar	1									1
Patdown	laged/Missing	itoms	oriconcu L	σαί							1		2	3
Patdown - Flyer											1		2	3
Persons w/ Disabilities (PWD)							1		1			1	1	4
Persons w/ Disabilities (PWD) - Diabetes									1			1	'	2
Persons w/ Disabilities (PWD) - Wheelcha		eaway					1		'			1	1	2
Property - Special Handling		cgway			1		3		2				1	7
Property - Special Handling - Damaged It	 ems - Checker	4					1		2				1	4
Property - Special Handling - Missing Iten		4			1									1
Property - Special Handling - Missing Iten					- 1		2							2
Screening	lis - Crieckeu					1			1	1				3
Screening - Procedures/Process						1			- 1	1				2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ented Items					- 1			1	ı				1
2020	2	,	1	2	1	4			- 1		1	2	3	19
	2	-	•	1	1	4					1		3	19
Civil Rights	Not Transmi													
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	ider		1	-									1
Customer Service					1								1	2
Customer Service - TSO					1								1	2
Mishandling of Passenger Property	100	1											2	3
Mishandling of Passenger Property - Dam	naged/Missii I	1											2	3
Patdown		1				1								2
Patdown - Flyer		1				1								2
Persons w/ Disabilities (PWD)		1												1
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1	1											1
Property - Special Handling						3						1		4
Property - Special Handling - Damaged It		d				1						1		2
Property - Special Handling - Missing Iten						2								2
Screening	2	1		1							1	1		6
Screening - Procedures/Process	2	1	1	1							1			5
Screening - Retrieving Abandoned/Confis	cated Items											1		1
2021	2	1	I			2	4	3	3	7	9	6	8	45
Claims										1				1
Claims - General										1				1
Customer Service								1	1		1			3
Customer Service - TSO								1	1		1			3
Expedited Passenger Screening Program						2	1	1		3	5	6	6	24
Expedited Passenger Screening Program	- TSA Applica	tion Pro	gram										1	1
Expedited Passenger Screening Program	- TSA PreChe	ck				2	1	1		3	5	6	5	23
Locks							1			1				2
Locks - Missing or Damaged Lock							1			1				2
Mishandling of Passenger Property									1					1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Chec	ked					1					1
No Jurisdiction											1			1
No Jurisdiction - No Referral											1			1
Ombudsman								1						1
Ombudsman - General								1						1
Patdown									1	1			1	3
Patdown - Flyer									1	1			1	3
Property - Special Handling	2	1	1				1				1			5
Property - Special Handling - Damaged It							1							2
Property - Special Handling - Missing Iten		1	1											2
Property - Special Handling - Missing Iten											1			
Screening Screening							1			1	1		1	4
Screening - Lengthy Lines							'			'	1			1
Screening - Procedures/Process							1			1	'		1	3
2022	10	8	•	14	7	1	- '			-			-	40
Customer Service	10	1		1	'									2
Customer Service - TSO		1		1										2
Expedited Passenger Screening Program	9		3	9	4	1								29
				9		- 1								
Expedited Passenger Screening Program			3	0	2									7
Expedited Passenger Screening Program	/	1		9	2	1								22
Identification (ID) Requirements	L													1
Identification (ID) Requirements - Domest	IC	1	1	1										1
				1										1
No Jurisdiction														1
No Jurisdiction - Refer to Other														
No Jurisdiction - Refer to Other Prohibited & Permitted Items	1			1										2
No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	rages													1
No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General				1										1
No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling	erages 1			1	2									1 1 3
No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Missing Iten	rages 1			1 1	1									1 1 3 1
No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	rages 1			1	1 1									1 1 3 1 2
No Jurisdiction - Refer to Other Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Missing Iten	rages 1			1 1	1									1 1 3 1

egories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
VP	2	4	9	7	2	6	. 2	5	1	4	7	. 5	
2019		-		3	1	5	1	4	-	4	5		
Civil Rights					-			1		1			
Civil Rights - Racial Profiling or Discrimina	ation							1		1			
Customer Service					1		1	1		1			
Customer Service - Others							1	1					
Customer Service - TSO					1					1			
Locks						1					1	1	
Locks - Missing or Damaged Lock						1					1	1	
Mishandling of Passenger Property				2		3				1	1	- 1	
Mishandling of Passenger Property - Dam	aged/Missing I	tome Ch	acked Bar			2				- '	1		
Mishandling of Passenger Property - Disa						1				1	- 1		
	rrayed itemst	Jany-on C	or Checked	1		1		4		1		4	
Patdown								1				1	
Patdown - Flyer								1		1		1	
Property - Special Handling	01 1 1			1				1					
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item	s - Checked			1									
Screening						1					3		
Screening - Procedures/Process						1					2		
Screening - Security Breach											1		
2020		2	4	2		1			1		2		
Customer Service											1		
Customer Service - TSO											1		
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property			2						1				
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1						1				
Mishandling of Passenger Property - Disa			1										
Property - Special Handling		1		2		1					1		
Property - Special Handling - Damaged Ite	ems - Checked			2		1					1		
Property - Special Handling - Missing Item		1											
Screening			2										
Screening - Inconsistency			1										
Screening - Procedures/Process			1										
2021			- '		1		1	1				3	
Civil Rights					1		1	1				3	
Civil Rights - Racial Profiling or Discrimina	41						1						
	ation						1					4	
Customer Service					1							1	
Customer Service - TSO					1							1	
Expedited Passenger Screening Program								1				1	
Expedited Passenger Screening Program			am					1					
Expedited Passenger Screening Program	- TSA PreChe	ck										1	
Patdown												1	
Patdown - Flyer												1	
2022	2	2	5	2									
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program	2	1	4	1									
Expedited Passenger Screening Program	2	1	4	1									
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	me - Checkod			1									

					(TCC) Data								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO		4	•		3	1	1	2	1	3	3	3	19
2019								2		2	2		
Customer Service								1					
Customer Service - TSO								1					
Locks										1	1		
Locks - Missing or Damaged Lock										1	1		
Mishandling of Passenger Property								1		1	1		
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	iggage				1		1	1		
2020		3		•	l	1							
Civil Rights		1				1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											
Customer Service	,	1											
Customer Service - TSO		1											
Property - Special Handling													
Property - Special Handling - Damaged It	ems - Checl	ked											
Screening		1											
Screening - Lengthy Lines		1											
2021		1					1		1	1	l	3	
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program									1	1	1		
Expedited Passenger Screening Program	- TSA PreC	heck							1	1	1		
Property - Special Handling							1						
Property - Special Handling - Missing Iten	ns - Checke	d					1						
Screening		1										2	
Screening - Inconsistency												1	
Screening - Procedures/Process		1										1	
2022					2								
Expedited Passenger Screening Program				2									
Expedited Passenger Screening Program	- TSA PreC	heck		2	)								
Transfer to Security Specialist													
Transfer to Security Specialist - Reportab	ı le Communi	ication											

			I SA CUIILA	ci Centei (	ICC) Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BBG	2							1			2	1	
2019								1			1		
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ggage							1		
2021	2										1	1	
Customer Service	1												
Customer Service - TSO	1												
Patdown												1	
Patdown - Flyer												1	
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Sporting	Goods										1		
Screening	1												
Screening - Procedures/Process	1												

Categories	40.0-4	44 М		ct Center (1				05.14	00 1	07 1.1	00 4	20.0	Tital
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	57	48	72		68		29	28	31	48	46		555
2019				18	12		19	14	10	15		11	125
Civil Rights						1	1				1		3
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Screening of Religious or Cu	ıltural Garmer	nts					1						1
Customer Service				5	5	1	6	4	1	6	5		33
Customer Service - Others								1					1
Customer Service - TSO				5	5	1	6	3	1	6	5		32
Locks					1	1	2			1			5
Locks - Missing or Damaged Lock					1	1	2			1			5
Mishandling of Passenger Property				3	2		3	2	1	2	2	5	22
Mishandling of Passenger Property - Dam	  agod/Missing	Itoma (	Corny on Luc				3		- '			5	2
					2	4	0		1	0	0		
Mishandling of Passenger Property - Dam						1	2		1	2	2	5	16
Mishandling of Passenger Property - Dam							1						1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke			1		2					3
Persons w/ Disabilities (PWD)				1		1	2	1		1			6
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal N				1									1
Persons w/ Disabilities (PWD) - Medical [	Devices - Attac	ched to t	he Body					1					1
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Wheelcha		egway					1			1			2
Property - Special Handling		-3)		3	4	3	3	5	2	2	5	4	31
Property - Special Handling - Damaged It	l ems - Carry-O	n			-					1	1	•	2
Property - Special Handling - Damaged It				1		1	1	2	1	'	1	2	9
		u							ı				
Property - Special Handling - Missing Iten				1	2		1	1			2	2	9
Property - Special Handling - Missing Iten	ns - Checked			1	2		1	2	1	1	1		11
Screening				6		3	2	2	6	3	1	2	25
Screening - Inconsistency								1		2		1	4
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process				5		3	2	1	4	1	1		17
Screening - Retrieving Abandoned/Confis	cated Items								1			1	2
2020	17	15	15	16	15	13	1	1	7	4	9	5	118
Civil Rights	1	1			1	1						2	8
Civil Rights - Hair Patdowns	·			1									1
Civil Rights - Perceived Religion				'								1	1
Civil Rights - Racial Profiling or Discrimina	otion	1	1			1						1	4
			ı			ı						ı	
Civil Rights - Sex/Gender/Gender Identity			_		1								2
Customer Service	5	1			3			1	2	2	3		25
Customer Service - Others	1		2			1							4
Customer Service - TSO	4	1	3	1	3	1		1	2	2	3		21
Locks	1	1		2		2					1		7
Locks - Missing or Damaged Lock	1	1		2		2					1		7
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	4	2	3	4	1			2		2	2	21
Mishandling of Passenger Property - Dam		1			-								1
Mishandling of Passenger Property - Dam		3		3	4	1			2		1	2	17
					4	- 1			2		1		
Mishandling of Passenger Property - Disa			1								1		3
Patdown	1								1				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3		2	1	2								8
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically		edicatio	r 1		1								2
Persons w/ Disabilities (PWD) - Mobility [		ouiouiio											1
Persons w/ Disabilities (PWD) - Touch Av													1
		0.0011011	4										
Persons w/ Disabilities (PWD) - Wheelcha			1		^		4				_	4	1
Property - Special Handling	4 Corn. O	4			2		1			1	2	1	26
Property - Special Handling - Damaged It			1			1					-		2
Property - Special Handling - Damaged It				2							2		4
Property - Special Handling - Missing Iten		1				1							4
Property - Special Handling - Missing Iten		3			2		1			1		1	16
Screening	1	4	2	3	3	4			1	1	1		20
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	4	2	2	3	3			1	1	1		18
2021	9	6			8		9	13	14	29	23	20	152
Civil Rights	•		1			•	1		1	1	2		6
Civil Rights - Hair Patdowns			1				· ·				1		2
Civil Rights - National Origin											1		1
	l						1		1		1		2
Civil Rights - Racial Profiling or Discrimina							1		1	-			
Civil Rights - Sex/Gender/Gender Identity	- NOT Transge	naer								1			1
Claims											1		1
Claims - Status											1		1
Customer Service	2		3	2	2	1	1	4	2	6	3	4	30
Customer Service - CSM					1								1
Customer Service - TCC				1									1
Customer Service - TSO	2		3		1	1	1	4	2	6	3	4	28
Expedited Passenger Screening Program			1			1	2	3	4	10	15		50
Expedited Passenger Screening Program  Expedited Passenger Screening Program	TSA Applies	ation Pro		1				2	4	10	10	14	3
			-							40	4-		
Expedited Passenger Screening Program	- TOA Preche		1	1			2	1	4	10	15	13	47
Locks		1							1				2
Locks - General									1				1

			TSA Contac	t Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	3			2	1		2						9
Mishandling of Passenger Property - Dam	naged/Missin	g Items0	Carry-on Lug	1	1								2
Mishandling of Passenger Property - Dam	3	•	1	1			1						6
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-o	n or Checked				1						1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)			2	1				1	1	2			7
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to t	he Body					1		1			2
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medicatio	n and Medica	al Supplies					1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	2	1									3
Prohibited & Permitted Items			1						1	1	1		4
Prohibited & Permitted Items - Food/Beve	erages		1						1				2
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Obje	cts							1			1
Prohibited & Permitted Items - Lighters/M	atches										1		1
Property - Special Handling	2	4	1			1	2	2	3	3			17
Property - Special Handling - Damaged It	1		1					1	1				4
Property - Special Handling - Damaged It	ems - Checl		1			1	1	1	1	1			6
Property - Special Handling - Missing Iten		n								1			1
Property - Special Handling - Missing Iten	1	2	2				1		1	1			6
Screening	2		1	2	5	2	1	2	1	6	1	2	25
Screening - Crew Member or Airline Emp	loyee				1								1
Screening - Inconsistency				1			1	1					3
Screening - Lengthy Lines			1							1		2	4
Screening - Procedures/Process	2			1	4	2		1	1	5	1		17
2022	31	27	7 48	21	33								160
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	2		3		1								6
Civil Rights - Hair Patdowns			2										2
Civil Rights - Race					1								1
Civil Rights - Racial Profiling or Discrimin	2												2
Civil Rights - Screening of Religious Cultu		emonial Ite	eı 1										1
Customer Service	6	3	3 5	4	3								21
Customer Service - TSO	6	3	3 5	4	3								21
Expedited Passenger Screening Program	15	20		15									114
Expedited Passenger Screening Program	- TSA Appl	3	3 2	2	2								9
Expedited Passenger Screening Program		17	7 36	13	24								105
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domest	tic			1									1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Property - Special Handling	2		2 1	1	1								7
Property - Special Handling - Damaged It				1									2
Property - Special Handling - Missing Iten			1 1	'									3
Property - Special Handling - Missing Item					1								2
Screening	4		1 1		2								8
Screening - Inconsistency	1												2
Screening - Procedures/Process	3		1		2								6
Ociecining - Frocedures/Frocess	3		1										0

Categories	40.0=4		TSA Contac	01-Jan				OF Mass	00 1	07 1	00 4	00 0	Tatal
	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET	1		1	3	4	2		3		1	1	1	1
2019				2		1		3					
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	n or Checked	ď				1					
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	nair or Scoot	1									
Property - Special Handling				1		1		1					
Property - Special Handling - Damaged It								1					
Property - Special Handling - Damaged It	ems - Check	red				1							
Property - Special Handling - Missing Iter	ns - Checke	d		1									
Screening								1					
Screening - Lengthy Lines								1					
2020					2	1							
Patdown					1	1							
Patdown - Flyer					1	1							
Screening					1								
Screening - Procedures/Process					1								
2021					1					1	1	1	
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Checked Bag	gage								1	
Screening					1						1		
Screening - Inconsistency					1						1		
2022	1		1	1	1								
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimin	ation			1									
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program			1		1								
Expedited Passenger Screening Program	- TSA PreC	heck	1		1								

			- O/ O O		.co, Data		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFD		1	1	1									3
2022		1	1	1									3
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program	- TSA PreC	1	1										2
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Carry-O	n		1									1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFF		1	1			1				1			4
2019						1				1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d		1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Checke	d								1			1
2020		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	Check	1										1

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	
1				02-1 60	U3-IVIAI		US-IVIAY	UO-JUII	U/-Jul	uo-Aug	na-seb	Total
	3	3	2	1	2	2	2	4	2	3	2	27
			1	1				2	1	2	2	9
				1						1		2
				1						1		2
										1		
aged/Missing	g ItemsC	hecked Ba	ggage							1		
								1				
								1				
											1	
Necessary N	<b>Medication</b>	and Medic	al Supplies								1	
			1					1	1		1	
ems - Checke	ed										1	
ns - Carry-On			1									
ns - Checked								1	1			
	1	1			1					1		
	1	1			1							
naged/Missir	1	1			1							
										1		
ns - Checked										1		
1		2			1	2	2	2	1			1
		1										
		1										
						2	1					
- TSA PreCh	neck					2	1					
1							1	1				
ı naged/Missino	ı ItemsC	arry-on Luc	nane				1					
	,	ay 0 2 a g	9490				•	1				
		1										
		1										
					1				1			
I ns - Checked					1				1			
I								1				
								1				
	2		1					ı				
	1											
- TSA PreC	1											
. OATTIGE	ı		1									
l ems - Checks	ad		1									
	Ju 1		- 1									
	1											
/ err	r Necessary N ems - Checked ns - Carry-On ns - Checked naged/Missin - TSA PreCt 1 naged/Missin 1 ns - Checked	Necessary Medication ems - Checked ns - Carry-On ns - Checked  1 1 1 ns - Checked 1 - TSA PreCheck 1 1 agged/Missing ItemsCi 1  ns - Checked 2 1	Necessary Medication and Medic ems - Checked ns - Carry-On ns - Checked  1 1 1 naged/Missin 1 1 ns - Checked  - TSA PreCheck 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ns - Carry-On 1 ns - Checked  1 1 1 1 naged/Missin 1 1 ns - Checked  1 2 1 1 - TSA PreCheck 1 1 1 1 ns - Checked 1 1 - TSA PreCheck 1 1 1 1 - TSA PreCheck 1 1 1 - TSA PreCheck 1 1 1 - TSA PreCheck 1 1 1 1 - TSA PreCheck	/ Necessary Medication and Medical Supplies	1	1		1			

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFM	2				1		1	1		1			6
2020										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Checl	ked								1			1
2021	2				1		1	1					5
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	Check						1					1
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	2				1								3

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM			1		2	1	1					1	6
2019					2	1	1						4
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage			1						1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d		1							1
Screening					2								2
Screening - Procedures/Process					2								2
2020			1									1	2
Screening			1									1	2
Screening - Procedures/Process			1									1	2

egories	10-Oct 11	-Nov 12	2-Dec 01	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
GR	6	3	4	1	9		3	5	2	8			
2019		J	7	•	1		2	3	1	5			
Customer Service									•	1			
Customer Service - Others													
										1			
Locks							1					1	
Locks - Missing or Damaged Lock							1					1	
Mishandling of Passenger Property					1					2	2		
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsChecl	ked Baggag	е	1					2	1		
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or (	Checked								1		
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)									1	2			
Persons w/ Disabilities (PWD) - Diabetes									1	_			
Persons w/ Disabilities (PWD) - Medically		lication and	Modical S	ınnline					- '	1			
			i Medical O	applies									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooler/ Seg	way								1			
Property - Special Handling							1	2				1	
Property - Special Handling - Damaged It							1						
Property - Special Handling - Damaged It	ems - Checked							1				1	
Property - Special Handling - Missing Iter	ns - Checked							1					
2020	1	2	2				1			1			
Civil Rights	1												
Civil Rights - Transgender Screening	1												
Customer Service							1						
Customer Service - TSO							1						
		1					'			1			
Mishandling of Passenger Property	1 (N. 4) 1												
Mishandling of Passenger Property - Dan	naged/Missii	1								1			
Property - Special Handling		1	1										
Property - Special Handling - Damaged It			1										
Property - Special Handling - Missing Iter	ns - Checke	1											
Screening			1										
Screening - Procedures/Process			1										
2021					2			2	1	2	4	1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Customer Service					1								
Customer Service - TSO					1								
Expedited Passenger Screening Program					1			1					
	TCA DesCharl												
Expedited Passenger Screening Program	- TSA Precheck	(			1			1					
Locks								1	1				
Locks - Missing or Damaged Lock								1	1				
Patdown										1			
Patdown - Flyer										1			
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Food/Beve	erages										1		
Property - Special Handling	1										1	1	
Property - Special Handling - Missing Iter	ns - Carry-On										1	1	
Screening										1	1		
<u>~</u>													
Screening - Lengthy Lines										1			
Screening - Procedures/Process	_										1		
2022	5	1	2	1	6								
Civil Rights	1												
Civil Rights - Hair Patdowns	1												
Customer Service	1		1										
Customer Service - TSO	1		1										
Expedited Passenger Screening Program	2	1		1	5								
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program		1			5								
		- 1											
Patdown	1				1								
Patdown - Children					1								
Patdown - Flyer	1												
Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Iter			1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ВНВ	1												1
2022	1												1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1

Cathogromes	70tal 263 64 1 15 15 33 34 14 17 66 55 41 11 166 16 17 17 17 18 18 18 19 19 10 20 20 22 22
Colf Rights	64 1 1 1 15 15 15 3 3 14 1 1 7 6 5 5 4 1 1 1 6 1 6 1 1 1 5 5 9 1 1 1 2 0 2 0 2 0
Civil Rights - Racial Profiling or Discrimentant   Civil Rights - Racial Profiling or Discrimentant   1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - TSO	1 15 15 3 3 3 3 3 3 14 4 1 1 7 7 6 6 5 5 5 9 1 1 1 2 2 0 2 2 0 2 2 1 2 1 1 1 1 1 1 1
Customer Service	15 15 3 3 3 3 4 4 1 1 2 2 1 1 1 1 6 6 3 3 6 8 8 8 1 1 1 1 5 5 5 9 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - TSO	15 3 3 3 3 14 4 1 1 7 7 6 6 5 5 4 4 1 1 2 2 1 1 1 1 6 6 8 8 1 1 1 1 5 5 5 9 1 1 1 2 2 0 2 2 0 2 2 2 0 2 2 1 1 1 1 1
Locks - Missing or Damaged Lock	3 3 3 3 4 4 1 1 7 7 6 6 5 5 4 4 1 1 1 2 2 1 1 1 1 1 5 5 5 9 1 1 1 2 2 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Locks - Missing or Damaged Lock   1	3 14 1 1 7 6 6 5 5 4 4 1 1 2 2 1 1 1 1 6 6 3 3 6 6 8 8 1 1 1 1 5 5 5 9 1 1 1 2 0 0 2 0 2 2 0 2 2 0 5 5 9
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage	14 1 1 7 7 6 6 5 5 4 4 1 1 2 2 1 1 1 1 6 6 3 3 6 6 8 8 1 1 1 1 5 5 5 9 1 1 1 1 2 2 0 2 2 0 2 2 2 0
Mishandring of Passenger Property - Damaged Misming Items—Checked Baggies   2   1   2   2	1 1 7 7 6 6 5 5 4 4 1 1 2 2 1 1 1 1 6 6 8 8 1 1 1 1 5 5 5 9 1 1 1 2 0 2 0 2 2 2 2 2 5 5 5 5 5 5 5 5 5 5 5
Mishandling of Passenger Property - Disarrayed Hems-Carry-on or Checkes	7 6 6 5 5 4 4 11 2 2 11 11 16 6 6 3 3 6 6 8 8 1 1 1 5 5 5 9 1 1 1 2 2 0 2 2 0 2 2 0
Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checker   1	6 5 4 4 1 2 2 1 1 1 1 1 6 6 3 3 6 8 8 1 1 1 1 5 5 5 9 1 1 1 2 2 0 2 2 0 2 2 2 2 5 5 5 5 5 5 5 5 5 5
Patdown	5 4 1 1 2 1 1 1 1 6 6 8 8 8 1 1 1 1 5 5 5 9 1 1 1 1 1 1 1 1 1 1 1 1
Patdown - Flyer as Observer	4 1 1 2 2 1 1 1 1 1 6 6 1 1 1 1 1 1 5 5 59 1 1 1 2 0 0 2 2 0 2 2 1 1
Persions w Disabilities (PWD)	1 2 1 1 1 1 6 3 3 6 8 8 8 1 1 1 1 5 5 5 9 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - General	2 2 1 1 1 1 1 1 1 1 6 6 6 3 3 6 6 8 8 1 1 1 1 1 5 5 5 9 1 1 1 1 2 0 0 2 0 2 2 0 2 2
Persons w Disabilities (PWD) - General   Persons w Disabilities (PWD) - General   1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w Disabilities (PWD) - Medical Devices - Attached to the Body   Property - Special Handling   Damaged Items - Carry-On	1 16 16 16 17 16 16 17 16 17 17 17 17 17 17 17 17 17 17 17 17 17
Property - Special Handling - Damaged Items - Carry-On	166 11 66 33 66 88 11 11 15 5 59 11 1 1 200 200 2
Property - Special Handling - Damaged Items - Carry-On	1 1 6 6 3 3 6 6 8 8 1 1 1 1 1 5 5 5 9 1 1 1 2 0 0 2 0 2 2 0 2
Property - Special Handling - Oamaged Items - Checked   1	663366881111555911115559111115559111115559111115559111115559111115559111115559111111
Property - Special Handling - Missing Items - Carry-On   1	3 6 8 1 1 1 5 59 1 1 20 20
Property - Special Handling - Missing Items - Checked   2	6 8 1 1 1 5 <b>59</b> 1 1 20 20
Screening - Crew Member or Airline Employee	8 1 1 1 5 5 59 1 1 1 20 20 2
Screening - Crew Member or Airline Employee   1   1   1   1   1   1   2   2   2   3   3   4   1   2   2   2   3   3   3   4   3   3   3   3   3   3	1 1 1 5 <b>59</b> 1 1 20 20
Screening - Inconsistency	1 1 5 <b>59</b> 1 1 20 20
Screening - Lengthy Lines   1	1 5 59 1 1 20 20
Screening - Procedures/Process	5 59 1 1 20 20 20
2020   S	59 1 1 20 20 20
Civil Rights	1 1 20 20 20
Customer Service - Transgender Screening   1	1 20 20 2
Customer Service         3         3         6         1         2         1         2         2         3         3         1         1         1         2         2         3         3         1         1         1         2         2         3         3         1         1         1         2         2         2         3         3         1         1         1         2         2         3         4         1         1         1         2         1         1         2         1         1         1         2         1         2         2         2         3	20 20 2
Customer Service - TSO	20 2
Customer Service - TSO	20 2
Locks - Missing or Damaged Lock	
Mishandling of Passenger Property - Dam       1       2       1       1       2       3         Mishandling of Passenger Property - Damaged/Missis       1       1       1       2       2         Mishandling of Passenger Property - Disarrayed Item       1       1       1       1         Patdown       1       2       1       3       1       1       1       2       1       3       1       1       1       2       1       3       1       1       1       2       1       2       1       3       1       1       1       2       1       2       1       1       1       1       2       2       2       2       3       2       2       3       3	2
Mishandling of Passenger Property - Dam   1	
Mishandling of Passenger Property - Diasarayed Item	10
Mishandling of Passenger Property - Diasarayed Item	1
Patdown	7
Patdown	2
Persons w/ Disabilities (PWD) - Service Animals	2
Persons w/ Disabilities (PWD) - Service Animals	2
Persons w/ Disabilities (PWD) - Service Animals	1
Property - Special Handling	1
Property - Special Handling - Damaged Items - Carry-On	15
Property - Special Handling - Damaged It	1
Property - Special Handling - Missing Items - Carry-On	2
Property - Special Handling - Missing Item   1	2
Screening	10
Screening - Lengthy Lines	8
Screening - Procedures/Process   1	2
Screening - Retrieving Abandoned/Confiscated Items   1	4
Screening - Security Breach       1         2021       3       2       2       3       4       4       6       7       11       10       13       10         Civil Rights       1 <td>1</td>	1
2021         3         2         2         3         4         4         6         7         11         10         13         10           Civil Rights         1 <t< td=""><td>1</td></t<>	1
Civil Rights         1         1         1         1           Civil Rights - Constitutional Rights         1         1           Civil Rights - Racial Profiling or Discrimination         1           Civil Rights - Sexual Orientation - Not Transgender         1	75
Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimination  1  Civil Rights - Sexual Orientation - Not Transgender  1	4
Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sexual Orientation - Not Transgender 1	1
Civil Rights - Sexual Orientation - Not Transgender 1	1
	1
Civil Rights - Transgender Screening 1	1
Customer Service 2 1 2 2 3 1 1 4 1 2 4	23
Customer Service - CSM	1
Customer Service - TSO 2 1 2 2 3 1 1 3 1 2 4	22
Expedited Passenger Screening Program  1 2 2 3 6 5 8	27
Expedited Passenger Screening Program - TSA Application Program 1 1 1 1 1 1 1	3
Expedited Passenger Screening Program - TSA PreCheck 1 1 1 3 6 5 7	24
Locks 1 Locks 1	1
Locks - Missing or Damaged Lock	1
Mishandling of Passenger Property 1 1 1 1 1 1 1 1	6
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1	2
Mishandling of Passenger Property - Disa 1 1 1 1	4
Patdown 1 1 1	2
Patdown - Flyer 1 1 1	2
Property - Special Handling 1 2 3	6
Property - Special Handling - Damaged Items - Checked 2	2
Property - Special Handling - Daniaged items - Cirecked  Property - Special Handling - Missing Items - Carry-On  1	
Property - Special Handling - Missing Items - Carry-On Property - Special Handling - Missing Items - Checke 1 1 1 1	
Screening 2 1 1 2	1
	1
Screening - Inconsistency 1	1 3 6
Screening - Lengthy Lines 2	1 3 6 1
Screening - Procedures/Process 2 1	1 3 6 1 2
2022 13 20 10 8 14	1 3 6 1 2
Customer Service 1 4 2 1 3	1 3 6 1 2 3 <b>65</b>
Customer Service - TSO 1 4 2 1 3	1 3 6 1 2 3 <b>65</b>
Duplicate E-mail 1	1 3 6 1 2 3 <b>65</b> 11
Lupucato E mail Conord	1 3 6 1 2 3 <b>65</b> 11 11
Duplicate E-mail - General         1           Expedited Passenger Screening Program         5         12         8         4         8	1 3 6 1 2 3 <b>65</b> 11

		7	ΓSA Contac	ct Center (1	「CC) Data ˈ	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	- TSA Appl	3	1	1	2								7
Expedited Passenger Screening Program	5	9	7	3	6								30
Locks	2				1								3
Locks - Missing or Damaged Lock	2				1								3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missin	ng ItemsC	hecked Baç	1									1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	2	1		1									4
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medically	2			1									3
Property - Special Handling	3												3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten	1												1
Screening		2		1	1								4
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1		1									2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIH				1									1
2022				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checl	ked		1									1

			A Contact Co		,								
tegories												09-Sep	Total
3040	12	5	9	6	10	9	6	6	5	6	15	5	94
2019 Civil Rights				3		2	4	4	2	3	<b>7</b>	2	27
Civil Rights - Age											1		- 2
Civil Rights - Sex/Gender/Gender Identity	l - Not Transgend	er									1		
Customer Service	Trot Tranogone	01					1	2			1		
Customer Service - Others							1	2			1		
Mishandling of Passenger Property				1		1	1	1	1		2	1	8
Mishandling of Passenger Property - Dam	ı ıaqed/Missing It	emsCar	rv-on Lua	1		•		•					
Mishandling of Passenger Property - Dam				е		1	1	1			2	1	(
Mishandling of Passenger Property - Disa									1				
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - General				1									
Property - Special Handling				1		1				2			
Property - Special Handling - Damaged Ite	ems - Checked									1			
Property - Special Handling - Missing Iten	ns - Checked			1		1				1			
Screening							2	1	1		2		
Screening - Lengthy Lines											1		
Screening - Procedures/Process							2	1	1		1		
2020	4	1	2	2		4			1	2	4	1	2
Customer Service			1	1									2
Customer Service - Others			1										
Customer Service - TSO				1									
Mishandling of Passenger Property	1								1		2		
Mishandling of Passenger Property - Dam											2		
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on o	r Checked						1				
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)	1					1					1		
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Hearing I											1		
Persons w/ Disabilities (PWD) - Mobility [			r or Scooter)			1							
Property - Special Handling	2	1				2					1		
Property - Special Handling - Damaged It											1		
Property - Special Handling - Missing Iten		1											
Property - Special Handling - Missing Iten	1					2							
Screening			1	1						2		1	
Screening - Lengthy Lines				1						0		4	
Screening - Procedures/Process 2021	•		1		•	•	•	•	•	2 1	4	1 2	
Civil Rights	2			<b>1</b>	2	3	2	2	1	1	4		2.
Civil Rights - Constitutional Rights				ı					1				
Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimina	otion			1					ı				
Customer Service	auon 			- 1					1	1	1		
Customer Service - TSO									1	1	1		
Expedited Passenger Screening Program						1			- 1	ı	3	1	
Expedited Passenger Screening Program  Expedited Passenger Screening Program	TSA ProChec	k				1					3	1	
Identification (ID) Requirements	- TOA FIECHEC	Λ				1		1			3	- '	
Identification (ID) Requirements - Domest	ic							1					
Locks					1			- 1					
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property					- '	1	1						
Mishandling of Passenger Property - Dam	l Jaged/Missing It	emsChe	acked Bannan	Α		1	1						
Patdown		51113OTIC	concu baggag	C	1	'	ı						
Patdown - Flyer					1								
Property - Special Handling	1				'	1		1				1	4
Property - Special Handling - Damaged It						1		1				'	
Property - Special Handling - Missing Iten						'		ı				1	
Screening	1						1					'	2
Screening - Inconsistency	1						1						
Screening - Procedures/Process	'						1						
2022	6	4	7		8		1						2
Civil Rights	U	-	1		U								2.
Civil Rights - Sex/Gender/Gender Identity	l - Not Transgend	er	1										
Customer Service	managono		- 1		1								
Customer Service - TSO					1								
			5		7								1
	5	2											
Expedited Passenger Screening Program	5	1			1								
Expedited Passenger Screening Program Expedited Passenger Screening Program	1	1	1										
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program					1 6								1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 4 1	1	1										1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 4	1	1										1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items	1 4 1 1	1 1 2	1										1:
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar	1 4 1 1	1 1 2 1	1										1:
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar Prohibited & Permitted Items - Liquids/Ge	1 4 1 1	1 1 2	1 4										15
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar	1 4 1 1	1 1 2 1	1										1!

tegories	10-Oct 11-	Nov 1	12-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
-												<u> </u>	TOTA
BIS	5	4	4	6	9	2	2	6	4	6	4	~	
2019					1	1	1	1	2	2		4	
Customer Service									1				
Customer Service - TSO									1				
Locks							1			1		1	
Locks - Missing or Damaged Lock							1			1		1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Hearing I	mpairment											1	
Property - Special Handling					1	1		1	1			1	
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Missing Item	s - Checked				1	1		1				1	
Screening										1		1	
Screening - Lengthy Lines										1			
Screening - Procedures/Process												1	
2020	1		2	1	3	1	1	1	1	2			
Customer Service			1		2					1			
Customer Service - Others										1			
Customer Service - TSO			1		2								
Mishandling of Passenger Property			1	1		1		1					
Mishandling of Passenger Property - Dam	aned/Missing Ite	msC	1			1		1					
Mishandling of Passenger Property - Dan				1		1		'					
Patdown	rrayed itemsCa	iiiy-oii oi	CHECKET	- 1	1								
					1								
Patdown - Non-Flyer	4				- 1				4	4			
Property - Special Handling	1						1		1	1			
Property - Special Handling - Damaged Ite									1	1			
Property - Special Handling - Missing Item							1						
2021	1	1		2	1			4	1	2	4	1	
Customer Service				1				1			1		
Customer Service - TSO				1				1			1		
Expedited Passenger Screening Program					1				1		1		
Expedited Passenger Screening Program	- TSA PreCheck				1				1		1		
Locks										1			
Locks - Missing or Damaged Lock										1			
Lost and Found				1									
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property	1									1	1		
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam		msUnsi	pecified Lug	gage							1		
Mishandling of Passenger Property - Disa										1			
Persons w/ Disabilities (PWD)	,	,									1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling		1						2					
Property - Special Handling - Damaged Ite	ems - Checked							1					
Property - Special Handling - Missing Item		1						'					
Property - Special Handling - Missing Item		'						1					
	is - Checked							1				1	
Screening								- 1					
Screening - Procedures/Process												1	
Screening - Retrieving Abandoned/Confise								1					
2022	3	3	2	3	4								
Expedited Passenger Screening Program	3	2	1	3	4								
Expedited Passenger Screening Program	3	2	1	3	4								
Property - Special Handling		1											
Property - Special Handling - Missing Item	s - Checke	1											
Screening			1										
Screening - Procedures/Process			1										

Catagorias	40.0-4						ool - FOIA		OF Mass	00 1	07 1	00 4	00 0	T-4-'
Categories		11-Nov	12-Dec			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI	2	2		3	2	7	2	1	-	2	3		1	32
2019						1			1	1	2	3	1	9
Customer Service											1			1
Customer Service - TSO											1			1
Locks									1				1	2
Locks - Missing or Damaged Lock									1				1	2
Mishandling of Passenger Property						1				1	1	2		
Mishandling of Passenger Property - Dam										1	1	2		4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	ed		1								
Property - Special Handling												1		
Property - Special Handling - Damaged It	ems - Checke	ed										1		
2020	1			2	1	4	2			1		2		13
Customer Service				1										
Customer Service - TSO				1										
Mishandling of Passenger Property	1					4	2					2		9
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	arry-on Li	uggage								1		
Mishandling of Passenger Property - Dam	1					4	2					1		
Property - Special Handling				1										
Property - Special Handling - Damaged It	ems - Checke	ed		1										
Screening					1					1				
Screening - Procedures/Process					1					1				
2021					1	1		1			1	1		
Customer Service						1					1			
Customer Service - TSO						1					1			
Expedited Passenger Screening Program												1		
Expedited Passenger Screening Program	- TSA PreCh	neck										1		
Prohibited & Permitted Items					1									
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols				1									
Screening								1						
Screening - Inconsistency								1						
2022	1	2		1		1								
Expedited Passenger Screening Program		1												
Expedited Passenger Screening Program	- TSA Appl	1												
Hazardous Materials Safety		1												
Hazardous Materials Safety - General		1												
Mishandling of Passenger Property						1								
Mishandling of Passenger Property - Dam	aged/Missing	a ItemsC	hecked B	aggage		1								
Patdown		,		1		'								
Patdown - Non-Flyer				1										
Screening	1													
Screening - Procedures/Process	1													

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BKW	1	1	1					1				1	5
2021		1						1				1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program	- TSA PreC	Check						1				1	2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missii	1											1
2022	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2

							Tool - FOIA							<u></u>
gories	10-Oct	11-Nov	12-0	Эес	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1	3		3	6	6	5	3	4	2	6	5	6	3	
2019					3	3	1	4	2	3	2	3	2	2
Civil Rights												1		
Civil Rights - Sex/Gender/Gender Identity	Not Transg	ender										1		
Customer Service						2			1	1				
Customer Service - TSO						2			1	1				
Mishandling of Passenger Property					2			1						
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Checke	d Baç	2			1						
Patdown								2		2	1	1		
Patdown - Flyer								2		2	1	1		
Persons w/ Disabilities (PWD)								1	1					
Persons w/ Disabilities (PWD) - General									1					
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheeld	hair or	Scoote	er)			1						
Property - Special Handling						1	1						1	
Property - Special Handling - Damaged Ite	ems - Carry-	On				1							1	
Property - Special Handling - Damaged Ite	ems - Check	ed					1							
Screening					1						1	1	1	
Screening - Inconsistency												1		
Screening - Procedures/Process					1						1		1	
2020	3		2	5	3		2				1	1		
Civil Rights	•		_	•	•		_				•	1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	ender										1		
Customer Service	1	Crider		2								'		
Customer Service - TSO	1			2										
Mishandling of Passenger Property	1						1							
Mishandling of Passenger Property - Dam							- 1							
		Corni	n or Ch	ممادمط			1							
Mishandling of Passenger Property - Disa Patdown	rrayed items	sCarry-C	on or Cn	eckeu			1							
					2		1							
Patdown - Flyer					2		- 1							
Persons w/ Disabilities (PWD)											1			
Persons w/ Disabilities (PWD) - General											1			
Property - Special Handling	1			2	1									
Property - Special Handling - Damaged Ite				1										
Property - Special Handling - Missing Item	is - Carry-O			1	1									
Screening			2	1										
Screening - Procedures/Process			2	1										
2021				1						3	2	2	1	
Civil Rights												1		
Civil Rights - Racial Profiling or Discrimina	ation											1		
Customer Service										2				
Customer Service - TSO										2				
Expedited Passenger Screening Program											1	1	1	
Expedited Passenger Screening Program	- TSA PreC	heck									1	1	1	
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Dam	aged/Missin	g Items	С	1										
Patdown										1				
Patdown - Flyer										1				
Persons w/ Disabilities (PWD)											1			
Persons w/ Disabilities (PWD) - Medically	Necessarv	Medication	on and N	Medica	I Supplies						1			
2022	socoodi y		1		2app00	2								
Customer Service			1											
Customer Service - TSO			1											
Expedited Passenger Screening Program						2								
Expedited Passenger Screening Program  Expedited Passenger Screening Program	TCA DroC	hook				2								
		r re:CK												

		TSA Contact										
Categories	10-Oct 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	5		5	2	1	_	3	-	3		5	3
2019			2	1		4	1	1	1		1	1.
Civil Rights						1						
Civil Rights - Racial Profiling or Discrimina	ation					1						
Customer Service			1	1		1			1		1	į
Customer Service - TSO			1	1		1			1		1	
Lost and Found							1					
Lost and Found - Airport/TSA							1					
Persons w/ Disabilities (PWD)			1									
Persons w/ Disabilities (PWD) - Diabetes			1									
Property - Special Handling								1				
Property - Special Handling - Damaged Ite	ems - Checked							1				
Screening						2						
Screening - Lengthy Lines						1						
Screening - Procedures/Process						1						
2020	4		1				1	3		3	1	1:
Civil Rights								1		2		
Civil Rights - Racial Profiling or Discrimina								1		1		
Civil Rights - Sex/Gender/Gender Identity	- Not Transgender									1		
Customer Service	1							1				
Customer Service - TSO	1							1				
Mishandling of Passenger Property			1									
Mishandling of Passenger Property - Dam	naged/Missing ItemsC	Checked Baç	1									
Persons w/ Disabilities (PWD)	1							1				
Persons w/ Disabilities (PWD) - Autism S												
Persons w/ Disabilities (PWD) - Breast Ca								1				
Property - Special Handling	2											
Property - Special Handling - Missing Item	2											
Screening							1			1	1	
Screening - Procedures/Process							1			1	1	
2021				1	1	1	1		2	2	3	1
Civil Rights										1		
Civil Rights - Racial Profiling or Discrimina	ation									1		
Customer Service					1		1		1	1	1	
Customer Service - TSO					1		1		1	1	1	
Expedited Passenger Screening Program						1			1		2	
Expedited Passenger Screening Program	- TSA PreCheck					1			1		2	
Identification (ID) Requirements				1								
Identification (ID) Requirements - Domest	ic			1								
2022	1		2									;
Expedited Passenger Screening Program			1									
Expedited Passenger Screening Program	- TSA PreCheck		1									
Patdown			1									
Patdown - Flyer			1									
Property - Special Handling	1											
Property - Special Handling - Damaged Ite	1											

egories	10-Oct 1	1-Nov		nter (TCC) Data <sup>-</sup> Jan 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07 111	00 110	00 Son	Total
MI	10-Oct 1	1-Nov 2	12-Dec 01-	Jan UZ-Feb 3	03-Mar 3		05-May 4	06-Jun 5	07-Jul 1	08-Aug 5	09-Sep 3	ı otai
мі 2019	5	2	4	3	3	1	1	2	1	_	3	3
Civil Rights						1		1				
Civil Rights - National Origin								1				
								1				
Mishandling of Passenger Property	ogod/Missing I	tomo Ch	solved Degge					1				
Mishandling of Passenger Property - Dam Patdown	laged/Missing i	terrisCr	iecked baggage				4	I				
Patdown - Flyer							1					
						-	1		1			
Property - Special Handling						1			1			
Property - Special Handling - Damaged It						-			1			
Property - Special Handling - Missing Iter	is - Checked					1						
Screening Providence (Providence)										2		
Screening - Procedures/Process	_									2		
2020	2	1	2	2	2		2			1	1	1
Customer Service			1				2					
Customer Service - Others			1				1					
Customer Service - TSO							1					
Locks	1											
Locks - Missing or Damaged Lock	1											
Mishandling of Passenger Property		1		1						1	1	
Mishandling of Passenger Property - Dan		1		1							1	
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on								1		
Property - Special Handling	1		1	1	1							
Property - Special Handling - Damaged It				1								
Property - Special Handling - Missing Iter	1		1		1							
Screening					1							
Screening - Procedures/Process					1							
2021					1	2	1	3		2	2	
Customer Service						1						
Customer Service - TSO						1						
Expedited Passenger Screening Program							1	3		2	1	
Expedited Passenger Screening Program	- TSA PreChed	ck					1	3		2	1	
Mishandling of Passenger Property					1							
Mishandling of Passenger Property - Dan	aged/Missing I	temsCa	arry-on Luggage		1							
Patdown						1						
Patdown - Flyer						1						
Property - Special Handling											1	
Property - Special Handling - Damaged It	ems - Carry-On										1	
2022	3	1	2	1								
Customer Service		1										
Customer Service - TSO		1										
Expedited Passenger Screening Program	1		2	1								
Expedited Passenger Screening Program	- TSA Applicat	ion Progi	ram	1								
Expedited Passenger Screening Program	1		2									
Patdown	1											
Patdown - Flyer	1											
Prohibited & Permitted Items	1											
Prohibited & Permitted Items - Liquids/Ge	1											

Section   Sect	Catagorias	40.0-4			act Center (1				OF Mari	00 1	07 1	00 4	00 0	Tatal
1981   1982	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced temping Tearney (College Mart)  And services recognic (college) (VIII) - (First 1) - (First 2) - (First 2		104	118	93										1,115
Advanced insignal petitioning (VII) - Hyer  Oil Flights - Receip Forling of Destinance  Occurred Forling of Destinance  Occurred Forling of Destinance  Oil Flights - Receip Forling Flights - Receip Forling oil Flights - Receip Flig					19	27	24	31	39	41	52	29	40	302
Col. Riginary   Col. Riginar	Advanced Imaging Technology (AIT)									1				1
Curi Ngree - Cheesthorder Perger of Interpretation   2   2   2   2   2   2   2   2   2	Advanced Imaging Technology (AIT) - Fly	er								1				1
Coli Rights - Reside Policy of Description	Civil Rights					1		1	1	2	2			7
Civil Rights - Secure Secretary Reviewing   1   2   2   2   3   4   3   3   6   6   6   6   6   7   6   7   6   7   7	Civil Rights - Constitutional Rights					1								1
Color Register - Transparence Deversing	Civil Rights - Racial Profiling or Discrimin	ation									2			2
Color Register - Transparence Deversing			ender						1	2				3
Captione Perive Vi 190								1						1
Customs Fanciers   1					2	7	1		2	1	2	2	0	37
Loads - Control Compage Lock														
Leafs - General   1   4   4   5   2   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   2   1   3   1   3   1   3   3   1   3   3														37
Locis - Maning of Thempset Jone   1					1	4	4	1	5	2	1	3		23
Leat and Found  Lot at an Froat - Airport TSA  Managed ing of Plassenger (Proper) - Damaged Missing Inten-Carry on Ligage 0														1
Lost and Francis - Approximate   1   2	Locks - Missing or Damaged Lock				1	4	4	1	5	2	1	3	1	22
Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Lugages 1 1 1 3 3 3 1 1  Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Lugages 1 1 1 7 3 3 2 1  Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Closed 50 2 4 7 6 7 14 9 9 6 1  Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Closed 50 2 1 7 6 7 14 9 9 0 1  Persons with the Common Comm	Lost and Found									1	2			3
Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Lugages 1 1 1 3 3 3 1 1  Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Lugages 1 1 1 7 3 3 2 1  Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Closed 50 2 4 7 6 7 14 9 9 6 1  Methandring of Preservey Property - Durning-Otherwing Interna-Carryon Closed 50 2 1 7 6 7 14 9 9 0 1  Persons with the Common Comm	Lost and Found - Airport/TSA									1	2			3
Marbarding of Passeeger Projects' - Daragooktises planes - Checked By 6 2 4 7 8 7 14 8 9 6 6 Marbarding of Passeeger Projects' - Daragooktises planes - Checked By 6 2 4 7 8 7 14 8 9 6 6 6 1 3 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1					6	4	7	9	9	11		14	13	96
Minhandilla of Plasseager Property - Connegod Manager Johnson   1		l naned/Missin	a ItemsC	arry-on Lu										8
Michanuling of Passenger Property - Demagned Ministring Normal Components of Lagranger   1								7	0	7				66
Mishandring of Passenger Proporty - Disenterword Internet Centry on Checked   Pations							4	- /	0	- 1	14		9	
Patricion														1
Petrons or Obstachilities (PWID) - Autient Societies   1		rrayed Items	Carry-or	n or Checke	ed					4		2		21
Persons of Chapillines (PWID) - Judian Spectrum											1			19
Persons of Disabilities (PVD) - Autism Sportum	Patdown - Flyer					2	3	5	4		1		3	18
Persons w Disabilities (PWD) - Adeirand Spectrum	Patdown - General								1					1
Persons w Disabilities (PWD) - Adeirand Spectrum	Persons w/ Disabilities (PWD)					1	1	1	1	3	3	1	2	13
Persons w Disabilities (PWD) - Extracted Cancer		pectrum								1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1						1
Persons w Disabilities (PWD) - Indically Necessary Medicalized and Medical Supplies   1   1   2   1   1   1   1   2   1   1	. ,							- '			- 1			1
Persons w Disabilities (PWD) - Modically Necessary Medication of Scoolers)	. ,													
Persons with Disabilities (PWD) - Moreham Annahas   1	. ,											1		1
Persons will biabilities (PWD) - Swirch Arismus   1	Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatio	n and Medi	cal Supplies								1	1
Property - Special Handling - Damaged Items - Carry-On	Persons w/ Disabilities (PWD) - Mobility [	Disability (No	t Wheelch	nair or Scoo	oter)	1			1	2	1		1	6
Property - Special Handling - Damaged Items - Carry-On	Persons w/ Disabilities (PWD) - Service A	Animals					1							1
Property - Special Handling - Damaged Items - Carry-On	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway								1			1
Property - Special Handling - Damaged Items - Carry-On			0 ,		6	7	5	6	11	12	16	7	9	79
Property - Special Handling - Damaged Items - Chrocked		I ems - Carry-l	On					0						16
Property - Special Hamiling - Missing Items - Checked   3   1   3   3   4   6   2   2   2   2   3   5   5   5   5   1   1   3   3   5   5   5   1   1   3   3   5   5   5   5   5   5   5   5					3			2						
Property - Special Handling - Missing Items - Checked   3   1   3   3   4   6   2   2   5						4	3	3	3			4		34
Screening														4
Streening -   Crow Member or Aftine Employee		ns - Checked				1	1	3	3	4	6	2	2	25
Screening - Lengthy Lines	Screening				3	1		6	4	5	1	1	3	24
Screening - Procedures   1	Screening - Crew Member or Airline Emp	loyee											1	1
Screening - Procedures   1	Screening - Inconsistency									1				1
Screening - Procedures   Process   1								3		1				4
Screening - Security Breach   2					1	1			3	1	1		1	11
Screening														6
2020									ļ.			- 1	· ·	1
Civil Rights - National Origin		40				•		_	_		40			
Civil Rights - Headwear			29				22	1	8	9		16		250
Civil Rights - National Origin   Civil Rights - Searcial Profilling or Discrimin   Civil Rights - SexiGender/Gender Identity   1	-	2			2	1					2			8
Civil Rights - Racial Profiling or Discrimin   1	Civil Rights - Headwear												1	1
Customer Service   TSO	Civil Rights - National Origin				1									1
Customer Service   TSO	Civil Rights - Racial Profiling or Discrimin	1									1			2
Customer Service - TSO					1	1					1			4
Customer Service - TSO			4		2	3	3	1	3	1	5	3	2	33
Identification (ID) Requirements   1														33
Identification (ID) Requirements - Domestic		0					- 3	- '		1				1
Locks   1   3   5   3   2   1   1   1   1   1   1   1   1   1														
Lost and Found														1
Lost and Found   Lost and Found - Airport/TSA														19
Lost and Found - Airport/TSA		1	3		5 3	2	1		1		1	1	1	19
Mishandling of Passenger Property   20   7   11   10   6   9   1   3   3   4   4   7   1   1   1   1   1   1   1   1   1	Lost and Found						1							1
Mishandling of Passenger Property - Damaged/Missis	Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property - Damaged/Missis	Mishandling of Passenger Property	20	7	11	1 10	6	9		1	3	3	4	4	78
Mishandling of Passenger Property - Dam														3
Mishandling of Passerger Property - Disab   5						5	ρ		1	2	1	2	3	61
Patdown			0						- '	3				14
Patdown - Flyer	0 0 1 7					I	- 1							
Persons w/ Disabilities (PWD)														6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												2		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability   1					2 5	2	1							12
Persons w/ Disabilities (PWD) - General   1	Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General   1	Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body   1	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (g	1 general) Not	Breast Ca	ncer	1	1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic   2	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (compared to the persons w/ Disabilities (PWD) - Cognitive	1 general) Not	Breast Ca	ncer	1 ty	1								1
Persons w/ Disabilities (PWD) - Mobility   1	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (comparisons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	1 general) Not /Developme	Breast Ca ental /Men	ncer tal Disabilit	1 ty	1	1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts   1	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical [	1 general) Not /Developme Devices - Atta	Breast Ca ental /Men ached to tl	incer tal Disabilit he Body	1 ty 1	1	1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pair   1   1   1   1   1   1   1   1   1	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically	general) Not (Developme Devices - Atta (Necessary	Breast Ca ental /Men ached to tl	incer tal Disabilit he Body	1 ty 1 c 2	1	1							1 1 2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Mobility [ Persons w/ Disabilities (PWD) - Mobility [	1 general) Not http://developme	Breast Ca ental /Men ached to tl Medication	incer tal Disabilit he Body n and Medi	1 ty 1 c 2		1							1
Property - Special Handling         7         12         8         13         8         7         2         4         3         5         2         7           Property - Special Handling - Damaged It         1         2         1         1         3         1           Property - Special Handling - Missing Items - Carry-C         1         2         5         3         2         5         1         2         3         1         2           Property - Special Handling - Missing Items - Carry-C         1         2         7         3         1         2         2         1         2         1         2         1         2         1         2         1         2         1         2         1         3         1         2         2         3         1         2         3         1         2         3         1         2         2         1         2         1         3         1         2         2         1         3         1         2         2         1         3         1         2         2         1         3         1         3         1         1         2         2         1         1         3	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi	1 general) Not h /Developme Devices - Atta / Necessary   1 is/Amputees	Breast Ca ental /Men ached to tl Medication	incer tal Disabilit he Body n and Medi	1 1 c 2 1		1							1 1 2 2 1
Property - Special Handling - Damaged It       1       2       1       1       3       1         Property - Special Handling - Missing Items - Carry-C       1       2       1       2       3       1       2         Property - Special Handling - Missing Items - Carry-C       1       2       1       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       3       1       2       2       3       1       2       3       1       2       3       1       2       2       1       2       1       3       1       2       2       3       1       4       2       1       3       1       1       2       1       3       1       1       2       1       3       1       4       2       1       3       1       1       2       1       1       1       3       1       4       4       4       4       1       1       1       1       1       1       1       4       4       4       4       4	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi (PWD) - Prosthesi (PWD) - Touch (PWD) -	1 general) Not //Developme Devices - Atta //Necessary   1 ss/Amputees //ersion (pair	Breast Ca ental /Men ached to the Medication and Casts	ncer tal Disabilit he Body n and Medi	1 1 c 2 1 1		1							1 1 2 2 1 2
Property - Special Handling - Damaged Ite       2       2       5       3       2       5       1       2       3       1       2         Property - Special Handling - Missing Items - Carry-C       1       2       7       3       1       2       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       3       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       4	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch	1 general) Not //Developme Devices - Atta //Necessary   1 ss/Amputees //ersion (pair	Breast Ca ental /Men ached to the Medication and Casts 1 Segway	incer tal Disabilit he Body n and Medi	1 1 1 1 1 1	1								1 1 2 2 1 2
Property - Special Handling - Damaged Ite       2       2       5       3       2       5       1       2       3       1       2         Property - Special Handling - Missing Items - Carry-C       1       2       7       3       1       2       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       3       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       4	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch	general) Not property (Povelopment) Devices - Attain Necessary (Pour Standard Control of the Con	Breast Ca ental /Men ached to the Medication and Casts 1 Segway	incer tal Disabilit he Body n and Medi	1 1 1 1 1 1	1			2	4	3	5	2	1 1 2 2 1 2
Property - Special Handling - Missing Items - Carry-C       1       2       1         Property - Special Handling - Missing Item       4       7       2       7       3       1       2       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       3       1       4       2       1       1       2       1       1       2       1       4       4       4       4       2       1       1       2       1       1       2       1       4 <td< td=""><td>Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aveneral (PWD) - Special Handling (PWD) - Wheelchesides (PWD) - Special Handling</td><td>1 general) Not /Developme Devices - Attay / Necessary   1 is/Amputees rersion (pair air/ Scooter/ 7</td><td>Breast Ca ental /Men ached to tl Medication and Casts 1 Segway</td><td>ncer tal Disabilit he Body n and Medi</td><td>1 1 1 1 1 1 1 1 3 1 3 1 3</td><td>1</td><td>7</td><td></td><td>2</td><td>4</td><td>3</td><td>5</td><td>2</td><td>1 1 2 2 1 2</td></td<>	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aveneral (PWD) - Special Handling (PWD) - Wheelchesides (PWD) - Special Handling	1 general) Not /Developme Devices - Attay / Necessary   1 is/Amputees rersion (pair air/ Scooter/ 7	Breast Ca ental /Men ached to tl Medication and Casts 1 Segway	ncer tal Disabilit he Body n and Medi	1 1 1 1 1 1 1 1 3 1 3 1 3	1	7		2	4	3	5	2	1 1 2 2 1 2
Property - Special Handling - Missing Item         4         7         2         7         3         1         2         2         1         2         1         3           Request for Assistance         1         1         1         1         1         1         1         1         1         2         1         1         2         1         4         2         1         1         2         1         1         2         1         4         4         2         1         1         2         1         1         2         1         4         4         4         4         4         4         2         1         1         2         1         1         2         1         4 <td>Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - Medical [Persons w/ Disabilities (PWD) - Medical [Persons w/ Disabilities (PWD) - Medical [Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It</td> <td>1 general) Not /Developme / Devices - Atta / Necessary / 1 is/Amputees / resion (pair air/ Scooter/ 7</td> <td>Breast Ca ental /Men ached to the Medication and Casts 1 Segway 12</td> <td>tal Disabilithe Body n and Medi</td> <td>1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td> <td>1 8 8 3</td> <td>7</td> <td></td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td>1 1 2 2 1 2 1 71 9</td>	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general persons w/ Disabilities (PWD) - General persons w/ Disabilities (PWD) - Medical [Persons w/ Disabilities (PWD) - Medical [Persons w/ Disabilities (PWD) - Medical [Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	1 general) Not /Developme / Devices - Atta / Necessary / 1 is/Amputees / resion (pair air/ Scooter/ 7	Breast Ca ental /Men ached to the Medication and Casts 1 Segway 12	tal Disabilithe Body n and Medi	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 8 3	7		2					1 1 2 2 1 2 1 71 9
Request for Assistance     1     1       Request for Assistance - Other     1     1       Screening     4     2     1     1     2     1     1     2     1     4     4       Screening - Inconsistency     1       Screening - Procedures/Process     3     1     1     2     1     1     2     1     4     4	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (persons w/ Disabilities (PWD) - Medicall (persons w/ Disabilities (PWD) - Mobility (persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch (property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 general) Not //Developme //D	Breast Ca ental /Men ached to the Medication and Casts 1 Segway 12 2	tal Disabilithe Body n and Medi	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 8 3	7		2	1				1 1 2 2 1 2 1 71 9
Request for Assistance - Other     1     1       Screening     4     2     1     1     2     1     1     2     1     4     2       Screening - Inconsistency     1       Screening - Procedures/Process     3     1     1     2     1     1     2     1     4     4	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medicall (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch (Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1 general) Not //Developmen //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1	ncer tal Disabilit he Body n and Medi	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2	7 1 5			1	2	3	1	1 1 2 2 1 2 1 71 9 26
Screening         4         2         1         1         2         1         1         2         1         4         2           Screening - Inconsistency         1         1         Screening - Procedures/Process         3         1         1         2         1         1         2         1         4         4	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1 general) Not //Developmen //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1	ncer tal Disabilit he Body n and Medi	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2	7 1 5			1	2	3	1	1 1 2 2 1 2 1 71 9 26 4
Screening - Inconsistency         1           Screening - Procedures/Process         3         1         1         2         1         1         2         1         4         4	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch (Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item (Property - Special H	1 general) Not //Developmen //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1	ncer tal Disabilit he Body n and Medi	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2 3 1	7 1 5			1	2	3	1	1 1 2 2 1 2 1 71 9 26 4 32
Screening - Procedures/Process         3         1         1         2         1         1         2         1         4         7	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Touch Aveneral (PWD) - Touch Aveneral (PWD) - Wheelch (Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance - Other	1 general) Not //Developme //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1 7	nncer tal Disabilit the Body n and Medi s	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2 3 1 1	7 1 5		2	1 1 2	2	3	1	1 1 2 2 1 2 1 71 9 26 4 32 2
·	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Touch Aveneral (PWD) - Touch Aveneral (PWD) - Wheelch (Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance - Other	1 general) Not //Developme //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1 7	nncer tal Disabilit the Body n and Medi s	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2 3 1 1	7 1 5		2	1 1 2	2	3	1	1 1 2 2 1 2 1 71 9 26 4 32
·	Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance - Other Screening	1 general) Not //Developme //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1 7	nncer tal Disabilit the Body n and Medi s	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2 3 1 1	7 1 5		2	1 1 2	2	3	1	1 1 2 2 1 2 1 71 9 26 4 32 2
Screening - Retrieving Abandoned/Confiscated Items 1	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical (Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aveneral Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	1 general) Not //Developme //D	Breast Caental /Men ached to tl Medication and Casts 1 Segway 12 2 1 7	ncer tal Disabilit he Body n and Medi	1 ty 1 c 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 3 2 3 1 1 2	7 1 5		2	1 1 2	1	3 2	1 1	1 1 2 2 1 2 1 71 9 26 4 32 2 2

togorios		40.0-4				C) Data Tool		04	OF Mass	00 1	07 1	00 4	00 0	Total
tegories	Screening - Security Breach	10-Oct	11-Nov 12	P-Dec 0	1-Jan 0	02-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total 1
2021	Screening - Security Breach	16	16	10	17	11	5	17	31	34	51	38	43	289
Airl	line								1					1
	Airline - Wheelchair Assistance								1					1
Civ	vil Rights	2				1		1	2		2	2		10
	Civil Rights - Civil Rights Violation (TSA E	mployee)				1			1					2
	Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina	1						1	1		1	2		<u> </u>
	Civil Rights - Racial Fronting of Discrimination Civil Rights - Sex/Gender/Gender Identity	1						1	ı		1			2
Cla	aims		1											1
	Claims - General		1											1
Cus	stomer Service	2	2	2	7	1			5	4	5	5	3	36
	Customer Service - Others	1							2					3
	Customer Service - TSO	1	2	2	7	1			3	4	5	5	3	33
Dup	plicate E-mail				1									1
Evr	Duplicate E-mail - General pedited Passenger Screening Program			1	1	1	2	11	12	14	31	23	30	125
L/\	Expedited Passenger Screening Program	- DoD		'		ı	1	- 11	12	14	1	23	30	2
	Expedited Passenger Screening Program		cation Program						4			1	3	8
	Expedited Passenger Screening Program			1		1	1	11	8	14	30	22	27	115
Haz	zardous Materials Safety				1									1
	Hazardous Materials Safety - General				1									1
lde	ntification (ID) Requirements				1									1
	Identification (ID) Requirements - Domest				1									1
Loc		1						1		1		1	2	6
1.00	Locks - Missing or Damaged Lock	1		4				1		1		1	2	6
LOS	st and Found  Lost and Found - Airport/TSA			1										1
Mic	shandling of Passenger Property	5	3	4		3		1	2	1			1	20
IVIIS	Mishandling of Passenger Property - Dam			1		J		1		1			ı	1
	Mishandling of Passenger Property - Dam		2	2		2		1	2				1	15
	Mishandling of Passenger Property - Dam				gage				_	1				1
	Mishandling of Passenger Property - Disa		1	1		1								3
No	Jurisdiction						1						1	2
	No Jurisdiction - Refer to Other						1						1	2
Not	tice of Violation/Civil Penalties		1											1
	Notice of Violation/Civil Penalties - General		1											1
Pat	tdown	1		11	1				1				2	6
Dor	Patdown - Flyer rsons w/ Disabilities (PWD)	1		1	1	2		2	1	1	1		2	6 8
FEI	Persons w/ Disabilities (PWD) - Autism St	nectrum								ı	1			1
	Persons w/ Disabilities (PWD) - Diapers/G		essings/Masks										1	1
	Persons w/ Disabilities (PWD) - Medical D			ody				1						1
	Persons w/ Disabilities (PWD) - Medically				Supplies			1					1	2
	Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1								1
	Persons w/ Disabilities (PWD) - Respirato					1								1
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/								1				1
Pro	phibited & Permitted Items  Prohibited & Permitted Items - Electronic I	Davissa	<u> </u>		2									3
	Prohibited & Permitted Items - Firearm/An		ı		2									2
Pro	pperty - Special Handling	2	6		4				6	9	9	1	2	39
	Property - Special Handling - Damaged Ite		1		1				1	4	4		1	12
	Property - Special Handling - Damaged Ite	1	4		2				2	3	1	1	1	15
	Property - Special Handling - Missing Item	1	1		1				3	2	4			12
Scr	reening	3	2	1		3	2	1	2	4	3	6		27
	Screening - Inconsistency								1	1		2		4
	Screening - Procedures/Process	3	2	1		3	2	1	1	3	3	4		23
2022	P	45	73	52	45	59								274
Airl			1											1
Civ	Airline - Policy/Regulations/Service vil Rights	1	2											3
CIV	Civil Rights - National Origin	1												1
	Civil Rights - Racial Profiling or Discrimina		2											2
Cus	stomer Service	3	7	2	1	2								15
	Customer Service - Others	Ŭ	1		•									1
	Customer Service - TSO	3	6	2	1	2								14
Exp	pedited Passenger Screening Program	33	49	35	37	48								202
	Expedited Passenger Screening Program	1			1									2
	Expedited Passenger Screening Program	3	7	4	4	4								22
	Expedited Passenger Screening Program	29	42	31	32	44								178
Loc				1										1
1.4	Locks - Missing or Damaged Lock	2		1	4									1
Los	st and Found  Lost and Found - Airport/TSA	2			1 1									3
Mic	shandling of Passenger Property		1	1	1									2
IVIIS	Mishandling of Passenger Property - Dam	aged/Missing		1										1
	Mishandling of Passenger Property - Disa		1											1
No	Jurisdiction	_,				2								2
	No Jurisdiction - No Referral					1								1
	No Jurisdiction - Refer to Other					1								1
			1	1		2								4
Pat	tdown													4
	Patdown - Flyer		1	1		2								-
	Patdown - Flyer rsons w/ Disabilities (PWD)	3	1	3		2								6
	Patdown - Flyer rsons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S		1	3 1		2								6
	Patdown - Flyer rsons w/ Disabilities (PWD)	oectrum	1	3		2								6

			ISA COIIIA	a center (	ICC) Data	1001 - FUI <i>F</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	2	7	4	1	4								18
Property - Special Handling - Damaged Ite	ems - Carry	2	1										3
Property - Special Handling - Damaged Ite	1	2	2										5
Property - Special Handling - Missing Item	1	1		1									3
Property - Special Handling - Missing Item	ıs - Checke	2	1		4								7
Screening	1	5	5	5	1								17
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines		1	1										2
Screening - Procedures/Process	1	3	3	5									12
Screening - Retrieving Abandoned/Confisc	cated Items				1								1

Categories	10 Oct	11. Nov.				Tool - FOIA		O.S. Marr	06 1	07 11	N9 A~	00 800	Total
	10-Oct 22	11-Nov 28	12-Dec 3 4	01-Jan	02-Feb	03-Mar	04-Apr 8	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	22	28	3 4					26	26	15			318
2019				1;		14	4	13	7	8	15	6	85
Civil Rights								1	1		1		4
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimin											1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder											1
Customer Service						2		1		2			10
Customer Service - TSO						2		1		2			10
Locks					1			1			4		7
Locks - Missing or Damaged Lock					1	1		1			4		7
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				;	3 2	1	3	4	5	2	4		24
Mishandling of Passenger Property - Dam	naged/Missing	Items0	Checked Ba	aç 2	2 1	1	1	4	5	2	4		20
Mishandling of Passenger Property - Dam	naged/Missing	ItemsI	Jnspecified	Luggage			1						1
Mishandling of Passenger Property - Disa					1		1						3
Patdown	T '					1			1	2	1	1	7
Patdown - Flyer						1			1	2		1	7
Persons w/ Disabilities (PWD)													3
Persons w/ Disabilities (PWD) - Internal N	l Aedical Device	20			'	1							1
Persons w/ Disabilities (PWD) - Metal Imp		55			l 1	<u>'</u>							2
` '	Tants (John)						4	4			- 4		
Property - Special Handling	01	4		;	3 1		1	4		1	1	2	19
Property - Special Handling - Damaged It		d				1	1	1				2	5
Property - Special Handling - Missing Iten					1								3
Property - Special Handling - Missing Iten	ns - Checked					3		3		1	1		11
Screening					2	2		1		1	2	2	10
Screening - Inconsistency								1					1
Screening - Procedures/Process					2	2				1	2	2	9
2020	6	3	3 1	3 10	) 6	4	1	2	6	2	2	2	57
Civil Rights					2								2
Civil Rights - Racial Profiling or Discrimin	ation												1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder											1
Customer Service				1					1		1		3
Customer Service - TSO				1					1		1		3
Locks				1							1		3
Locks - Missing or Damaged Lock				1 '							1		3
Mishandling of Passenger Property	2			3		3			1	1			19
Mishandling of Passenger Property - Dam		Items0		1 .									2
Mishandling of Passenger Property - Dam		items		5	3	2			1	1			14
Mishandling of Passenger Property - Disa		Corry		2		1			- 1	- 1			3
	Irrayeu items-	-Carry-0			2 1								
Patdown	1												5
Patdown - Flyer	l l			1 4	2 1								5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthes		and Cast		_		1							1
Property - Special Handling	3			2 4				1	4	1		2	18
Property - Special Handling - Damaged It		)n											1
Property - Special Handling - Damaged It									2				5
Property - Special Handling - Missing Iten	2			2 2				1	2	1		2	12
Screening		3	3		1		1	1					6
Screening - Procedures/Process		3	3		1		1	1					6
2021	4	9	)	6 ;	5 3	3	3	11	13	5	19	12	93
Civil Rights											1	2	3
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder										1	1
Customer Service	1		2	2 ;	3 1	1		2	1	3	1		17
Customer Service - CSM				1									
Customer Service - TCC													1
Customer Service - TSO	1		2		2 1	1		2	1	3	1		15
Expedited Passenger Screening Program	'				<u> </u>		2	5	5	1	14		40
Expedited Passenger Screening Program  Expedited Passenger Screening Program	- DoD							5	5	1	14	10	1
		ation Due								1		4	
Expedited Passenger Screening Program			-	4				1				1	2
Expedited Passenger Screening Program	- TSA Prech	еск		1 '	1 1		2	4	5		14	9	37
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	2	2	1 '		1		1	1				9
Mishandling of Passenger Property - Dam	aged/Missing	Items0	Carry-on Lເ	iggage		1							1
Mishandling of Passenger Property - Dam	2	2	2	1 '				1	1				8
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown							1				2		3
Patdown - Flyer							1				2		3
Persons w/ Disabilities (PWD)	1		1						1				3
Persons w/ Disabilities (PWD) - Internal M	Medical Dev												1
· ,				cal Supplia					1				
Persons w/ Disabilities (PWD) - Medically		ieulcalio	ii ailu ivied	cai Suppiie	•				1				1
Persons w/ Disabilities (PWD) - Mobility [	1							_					1
Property - Special Handling			3					3		1	1		8
Property - Special Handling - Damaged It								2					2
Property - Special Handling - Damaged It			2					1		1			4
Property - Special Handling - Missing Iten			1										1
Property - Special Handling - Missing Iten	ns - Checked										1		1
Screening			1	1	1	1			4				8
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process					1				3				5
3	-												

		1	SA Contac	ct Center (1	「CC) Data 1	Tool - FOIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	12	16	22	11	22								83
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender			1								1
Customer Service		2	1	1									4
Customer Service - TSO		2	1	1									4
Expedited Passenger Screening Program	10	12	17	10	15								64
Expedited Passenger Screening Program	2	1		1									4
Expedited Passenger Screening Program	8	11	17	9	15								60
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dama	aged/Missii	1											1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling	1		3		1								5
Property - Special Handling - Damaged Ite	ms - Carry-	On	2										2
Property - Special Handling - Damaged Ite	ms - Check	ed	1		1								2
Property - Special Handling - Missing Item	1												1
Screening	1	1			2								4
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2								3

Catamania	10.0.1		TSA Contac								•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	310	323	332	326	303	147	113	151	206	249	283	289	3,032
2019				69	64	84	76	88	110	116	104	124	835
Advanced Imaging Technology (AIT)				1						1		1	3
Advanced Imaging Technology (AIT) - Fly	er			1						1		1	3
Civil Rights				2	4	5	1	2	4	3	6	2	29
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns					1				1				2
					- 1						4		
Civil Rights - Headwear											1		1
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion									1			1	2
Civil Rights - Racial Profiling or Discrimina	ation			1	3	4		2			3	1	14
Civil Rights - Screening of Religious or Cu	Itural Garme	nts								1			1
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender								2	1		3
Civil Rights - Sexual Orientation - Not Train									1				1
Customer Service	iogoniae.			11	9	18	12	15	18	20	13	18	134
Customer Service - Others				- 11	1	10	1	10	4	20	13	3	
				4.4				45		00			11
Customer Service - TSO				11	8	17	11	15	14	20	12	15	123
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domest	С										1		1
Locks				3	1	3	4	2	4	8	4	10	39
Locks - Missing or Damaged Lock				3	1	3	4	2	4	8	4	10	39
Lost and Found				3	4	3	1	1	2	3			17
Lost and Found - Airport/TSA				3	4	3	1	1	2	3			17
											200	22	
Mishandling of Passenger Property		. 14		19	14	18	16	23	20	26	26		195
Mishandling of Passenger Property - Dam					1	4		1	2	3	1	3	15
Mishandling of Passenger Property - Dam				17	9	12	14	17	14	20	19	26	148
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsU	nspecified L	uggage	1		1	1					3
Mishandling of Passenger Property - Disa				2	3	2	1	4	4	3	6	4	29
Patdown				2	4		2	4	8	5	7		42
Patdown - Flyer				2	3		2	3	8	4	7		38
					3			3	0	1	- 1	- 1	
Patdown - Flyer as Observer										1			1
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				2	5	4	5	11	8	7	7	6	55
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes						1			1	2			4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing II	mnairment										1		1
Persons w/ Disabilities (PWD) - Medical D		schod to th	no Pody					1	1				
				1.0									2
Persons w/ Disabilities (PWD) - Medically							1	1	1			2	5
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	air or Scoot	1	1		1	4	2				9
Persons w/ Disabilities (PWD) - Ostomy/C	)stomates						1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1				1		2	1		5
Persons w/ Disabilities (PWD) - Service A	nimals						1				1	1	3
Persons w/ Disabilities (PWD) - Touch Av		trauma)				1				1	1	2	5
Persons w/ Disabilities (PWD) - Visual Im					1	•				1	1		3
		~				4	- 4	2		1		4	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ s	segway			3		1	3	2		2		13
Property - Special Handling				18	16		13	17	26	30	29	25	192
Property - Special Handling - Damaged Ite	ems - Carry-0	On		2	2	3	1	1	3	2	2	3	19
Property - Special Handling - Damaged Ite	ems - Checke	ed		2	1	2	5	4	8	13	8	4	47
Property - Special Handling - Missing Item	is - Carry-On			3	5	3	2	2	4	4	8	8	39
Property - Special Handling - Missing Item				11	8	10	5	10	11	11	11	10	87
Request for Assistance						2	2		1	1	1		7
Request for Assistance - Other						2	2		1	1	1		7
·					7			40				00	
Screening				8	7	10	20	13	19	12	10	22	121
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency				1					1			2	4
Screening - Lengthy Lines				1	1	1	1		2		1	1	8
Screening - Military										1			1
Screening - Procedures/Process				6	6	8	17	13	16	11	7	18	102
Screening - Retrieving Abandoned/Confise	cated Items				0	<u> </u>	1	10	10		,	10	1
Screening - Security Breach						1	1				1	1	4
	400							-	4,	^-			
2020	126	96		77	76		6	7	14	27	23	28	628
Civil Rights	4	13		1	4	1		1				1	30
Civil Rights - Age		3											3
Civil Rights - Constitutional Rights		2											2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimina	1	5	4	•	3			1				1	15
Civil Rights - Recently of Religious or Cu	1		7		3							- '	13
Civil Rights - Sex/Gender/Gender Identity	1	3				1							5
Civil Rights - Transgender Screening	1		1		1								3
Customer Service	26	17	18	17	11	5	1	1		3	7	5	111
Customer Service - Others	1	1	1			1							4
Customer Service - TSO	25	16	17	17	11	4	1	1		3	7	5	107
Locks	1	3		5	2		•			2	2		23
Locks - Missing or Damaged Lock	1	3		5	2					2	2		23
		3					4		,				
Lost and Found	4		2	1	1		1_		1	1			11
Lost and Found - Airport/TSA	4		2	1	1		1		1	1			11
Mishandling of Passenger Property	34	24		13	14		1	1	3	4	5		135
Mishandling of Passenger Property - Dam	9	6	6	5	5	1					2		34
Mishandling of Passenger Property - Dam	21	15	17	7	9	4	1		3	3	2	2	84
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Disa		3		1		2		1		1	1	1	16
					^			1		- 1	1	1	
Patdown Flyor	8	4		2	2								21
Patdown - Flyer	6	4	4	2	2							1	19

ries		107	Contact Ce		) Data Tool								
	10-Oct 11	-Nov 1	2-Dec 01	-Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer	2											,	2
Persons w/ Disabilities (PWD)	8	7	3	5	1	1			1	1	3		30
Persons w/ Disabilities (PWD) - Cancer (c	1												1
Persons w/ Disabilities (PWD) - Cognitive		4											1
	Developin	1											
Persons w/ Disabilities (PWD) - Diabetes		2	1	1									
Persons w/ Disabilities (PWD) - Internal M					1								
Persons w/ Disabilities (PWD) - Medical D	evices - Attache	ed to the B	ody							1			
Persons w/ Disabilities (PWD) - Medically	2	1				1					2		
Persons w/ Disabilities (PWD) - Mobility [	3			3									
Persons w/ Disabilities (PWD) - Prosthesi	1												
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Touch Ave									1				
Persons w/ Disabilities (PWD) - Visual Imp	airment	1	1										
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1	1							1		
Property - Special Handling	20	10	21	16	18	12	2	4	3	6	3	10	12
Property - Special Handling - Damaged Ite	1	2	3	2	3	1			1		1	1	1
Property - Special Handling - Damaged Ite	4	2	3	4	5	5	1	1	1	3			3
										3			
Property - Special Handling - Missing Item	5	3	6	3	4	2		1	1			4	2
Property - Special Handling - Missing Item	10	3	9	7	6	4	1	2		3	1	3	4
Request for Assistance		2											
Request for Assistance - Other		2											
Screening	21	16	31	17	23	6	1		6	9	3	6	13
9	21	10	31	17		U				9			
Screening - Inconsistency					1				1				
Screening - Lengthy Lines	1	1	2							1			
Screening - Procedures/Process	18	15	29	17	21	5			4	8	2	5	12
Screening - Retrieving Abandoned/Confis	1						1					1	
Screening - Neurity Breach	1				1				1				
	ı				1				- 1				
Screening - Traveling with Cash						1					1		
SIDA (Security Identification Display Area)										1			
SIDA (Security Identification Display Area)	- General									1			
21	27	22	30	22	7	29	31	56	82	106		137	70
Airline					•	23	J.	30	02	100	130	137	700
Airline - Policy/Regulations/Service											1		
Civil Rights	3		2	2		2		1	9	5	4	2	30
Civil Rights - Age			1										
Civil Rights - Constitutional Rights						1							
Civil Rights - Hair Patdowns									1				
ū .													
Civil Rights - Headwear									1				
Civil Rights - Perceived Religion	1									1			
Civil Rights - Racial Profiling or Discrimina	1		1	1				1	5	3	2	2	10
Civil Rights - Screening of Religious or Cu	tural Garments								1				
Civil Rights - Sex/Gender/Gender Identity-		or		1					1		2		
		CI .		- 1					- 1				4
Civil Rights - Sexual Orientation - Not Tran										1			
Civil Rights - Transgender Screening	1					1							
Claims				1									
Claims - General				1									
Customer Service	3	3	14	10	3	4	3	18	12	18	26	21	13
	3	J	14	10	J		3	10	12				
Customer Service - Others						1				1			
Customer Service - TCC				1							1		
Customer Service - TSO	3	3	14	9	3	3	3	18	12	17	25	21	13
Duplicate E-mail											3		
Duplicate E-mail - General											3		
				^	4			2.1					
Expedited Passenger Screening Program			2	3	1	9	15	21	28	47			28
Expedited Passenger Screening Program							1				2	1	4
Expedited Passenger Screening Program	TSA Application	n Progran	n				1	1		1	6	4	1;
Expedited Passenger Screening Program			2	3	1	9	13	20	28	46			26
Hazardous Materials Safety			1		•		10	20	20	-10	- 10		200
			1										
Hazardous Materials Safety - General													
Identification (ID) Requirements							1						
Identification (ID) Requirements Identification (ID) Requirements - Domesti							1 1						
Identification (ID) Requirements	1									1			
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found	1									1			
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA	1 1	0	Ę	2	4	A	1	4	2				;
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 11	8	5	3	1	4	1	1	2		3		3
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 11 1	1	2	1	1 1	1	1				3		3
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 11						1	1	2		3		3
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 11 1	1	2	1		1	1				3		3
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 1 11 1 7	1 5	2	1 2		1 2	1		1		3		31
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 1 11 1 7	1 5	2	1 2		1 2	1		1		3	1	3
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	1 1 11 1 7 3	1 5 2	2 3	1 2		1 2	1	1	1	1	3 1 2	1	31
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown	1 1 11 1 7 3	1 5 2	2 3	1 2		1 2	1	1	1 1	1	3 1 2	1 1 9	3
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	1 1 11 1 7 3	1 5 2	2 3	1 2		1 2	1	1	1	1	3 1 2	1 1 9	31 32 22 33 33 33
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown	1 1 11 1 7 3	1 5 2	2 3	1 2		1 2	1	1	1 1	1	3 1 2	1 1 9	3 3 3 3
Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer	1 1 11 1 1 7 3	1 5 2	2 3 1 1	1 2		1 2	1	1	1 1 7 7	6 5 1	3 1 2	1 1 9 9	33
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1 1 11 1 7 3	1 5 2	2 3	1 2		1 2 1	1	3 3	1 1	6 5 1 6	3 1 2 3 3 3	1 1 9 9	3 3 3 3 2 2
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	1 1 11 1 7 3	1 5 2	2 3 1 1	1 2		1 2 1	1	3 3	1 1 7 7	6 5 1	3 1 2 3 3 3	1 1 9 9	33 33 3
Identification (ID) Requirements    Identification (ID) Requirements - Domestic Lost and Found    Lost and Found - Airport/TSA Mishandling of Passenger Property    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Disa No Jurisdiction    No Jurisdiction - Refer to CBP Patdown    Patdown - Flyer    Patdown - Flyer as Observer Persons w/ Disabilities (PWD)    Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca	1 1 11 1 7 3	1 5 2	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 5	6 5 1 6	3 1 2 3 3 3	1 1 9 9	3 3 3 3 2
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	1 1 11 1 7 3	1 5 2	2 3 1 1	1 2		1 2 1	1	3 3	1 1 7 7	6 5 1 6	3 1 2 3 3 3	1 1 9 9	33333
Identification (ID) Requirements    Identification (ID) Requirements - Domestic Lost and Found    Lost and Found - Airport/TSA Mishandling of Passenger Property    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Disa No Jurisdiction    No Jurisdiction - Refer to CBP Patdown    Patdown - Flyer    Patdown - Flyer as Observer Persons w/ Disabilities (PWD)    Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca	1 1 1 1 1 1 7 3 3 2 1 1 1 ectrum	1 5 2 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 5	6 5 1 6	3 1 2 3 3 3	1 1 9 9	33 33 3
Identification (ID) Requirements    Identification (ID) Requirements - Domestic Lost and Found    Lost and Found - Airport/TSA Mishandling of Passenger Property    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Disa No Jurisdiction    No Jurisdiction - Refer to CBP Patdown    Patdown - Flyer    Patdown - Flyer    Persons w/ Disabilities (PWD)    Persons w/ Disabilities (PWD) - Autism Sp    Persons w/ Disabilities (PWD) - Breast Ca    Persons w/ Disabilities (PWD) - Diabetes    Persons w/ Disabilities (PWD) - Diapers/G	1 1 1 1 1 7 3 2 1 1 1 ectrum ncer arments/Dressi	1 5 2 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5	6 5 1 6	3 1 2 3 3 3	1 1 9 9	3 3 3 2 2
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Deapers/G	1 1 1 1 1 7 3 2 1 1 1 ectrum ncer arments/Dressi	1 5 2 1 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5	6 5 1 6	3 1 2 3 3 3 6	1 1 9 9	33 33 22
Identification (ID) Requirements    Identification (ID) Requirements - Domestic Lost and Found    Lost and Found - Airport/TSA Mishandling of Passenger Property    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Disa No Jurisdiction    No Jurisdiction    No Jurisdiction - Refer to CBP Patdown    Patdown - Flyer    Patdown - Flyer    Patdown - Flyer as Observer Persons w/ Disabilities (PWD)    Persons w/ Disabilities (PWD) - Autism Sp    Persons w/ Disabilities (PWD) - Breast Ca    Persons w/ Disabilities (PWD) - Diapers/G    Persons w/ Disabilities (PWD) - Hearing In    Persons w/ Disabilities (PWD) - Hearing In    Persons w/ Disabilities (PWD) - Hearing In    Persons w/ Disabilities (PWD) - Medically	1 1 1 1 1 7 3 2 1 1 1 ectrum ncer arments/Dressi npairment Necessary Mec	1 5 2 1 1 1 1 1 mgs/Masks	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5	6 5 1 6	3 1 2 3 3 3 6	1 1 9 9 4	33 33 33 22
Identification (ID) Requirements    Identification (ID) Requirements - Domestic Lost and Found    Lost and Found - Airport/TSA Mishandling of Passenger Property    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Dam    Mishandling of Passenger Property - Disa No Jurisdiction    No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D	1 1 1 1 1 7 3  2 1 1 ectrum nocer arments/Dressi npairment Necessary Medisability (Not W	1 5 2 1 1 1 1 1 1 mgs/Masks	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5	6 5 1 6	3 1 2 3 3 3 6	1 1 9 9 4	33 33 33 33 32 22
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically	1 1 1 1 1 7 3  2 1 1 ectrum nocer arments/Dressi npairment Necessary Medisability (Not W	1 5 2 1 1 1 1 1 1 mgs/Masks	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5	6 5 1 6	3 1 2 3 3 3 6	1 1 9 9 4	33 33 33 33 34 22
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis	1 1 1 1 1 7 3  2 1 1 ectrum ncer arments/Dressi npairment Necessary Mec isability (Not W	1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5 1 1	6 5 1 6 1	3 1 2 3 3 3 6 1 1 1 1 1	1 1 9 9 4	33 33 33 33 33 32 20
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respirator	1 1 1 1 1 7 3 2 1 1 ectrum ncer arments/Dressi npairment Necessary Mec isability (Not W	1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5 1 1	6 5 1 6	3 1 2 3 3 3 6 1 1 1 1 1	1 1 9 9 4	333333333333333333333333333333333333333
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator	1 1 1 1 1 7 3 2 1 1 ectrum ncer arments/Dressi npairment Necessary Medisability (Not W is/Amputees and y and Inhaler Enimals	1 5 2 1 1 1 1 1 1 1 1 Ings/Masks lication heelchair of Casts quipment 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5 1 1	6 5 1 6 1	3 1 2 3 3 3 6	1 1 9 9 4	33 33 33 31 20
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respiratol Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Touch Alve	1 1 11 17 3 2 1 1 1 1 7 3   cetrum neer arments/Dressi npairment Necessary Mec isability (Not W b/Amputees and y and Inhaler E nimals ersion (pain/trau	1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5 1 1	6 5 1 6 1	3 1 2 3 3 3 6	1 1 9 9 4	38 8 23 33 33 34 26 35 36 36 36 36 36 36 36 36 36 36 36 36 36
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Service Au	1 1 11 17 3 2 1 1 1 1 7 3   cetrum neer arments/Dressi npairment Necessary Mec isability (Not W b/Amputees and y and Inhaler E nimals ersion (pain/trau	1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5 1 1	6 5 1 6 1	3 1 2 3 3 3 6	1 1 9 9 4	38 8 8 23 32 4 26 33 30 4 30 30 30 30 30 30 30 30 30 30 30 30 30
Identification (ID) Requirements Identification (ID) Requirements - Domestic Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respiration Persons w/ Disabilities (PWD) - Respiration Persons w/ Disabilities (PWD) - Service Aversons w/ Disabilities (PWD) - Touch Aversons w/ D	1 1 11 17 3 2 1 1 1 1 7 3   cetrum neer arments/Dressi npairment Necessary Mec isability (Not W b/Amputees and y and Inhaler E nimals ersion (pain/trau	1 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 1 1 2	1 2		1 2 1	1	3 3	1 1 7 7 7 5 1 1	1 6 5 1 6 1	3 1 2 3 3 3 6 1 1 1 1	1 1 9 9 4	1 1 3 3 3 5 5 1 1 3 3 2 2 7 7 7 2 2 2 2 2 2 2 2 2 2 2 2 2

					t Center (T									
Categories			11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Prohibited & Permitted Items - Chemical/H		oducts								1			1
	Prohibited & Permitted Items - Electronic I											1		1
	Prohibited & Permitted Items - Food/Beve	rages									1			1
	Prohibited & Permitted Items - General Prohibited & Permitted Items - Remains						1	1				1		2
Pro	pperty - Special Handling	5	7	2	2		5	5	3	12	10	16	12	79
FIU	Property - Special Handling - Damaged Ite		2	1	1		1	1	3	5	4	7	7	30
	Property - Special Handling - Damaged It		1		1			2	1	3	1	1	2	14
	Property - Special Handling - Missing Item		2	1			2	1	2	1	3	3	1	16
	Property - Special Handling - Missing Item		2				2	1		3	2	5	2	19
Red	quest for Assistance	_										1		1
	Request for Assistance - Other											1		1
Scr	reening	2	2	1		2	3	5	8	7	11	12	7	60
	Screening - Inconsistency			1				2	2	1	1			7
	Screening - Procedures/Process	2	2			2	3	3	6	6	9	9	7	49
	Screening - Retrieving Abandoned/Confis	cated Items									1	2		3
	Screening - Traveling with Cash											1		1
2022		157	205	188	158	156								864
Add	ditional Information Required/Insufficient Inf				1									1
	Additional Information Required/Insufficier	nt Information	- EMAIL O		1									1
Airl		1		1										2
0:	Airline - Policy/Regulations/Service	1	4	1										2
Civi	ril Rights	3	4	2	4	1								14
	Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	2	1 2	2	2	4								1
	0		1	2	2	1								1
	Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity		I		1									2
		'												
Cur	Civil Rights - Transgender Screening stomer Service	18	9	15	9	9								60
Cus	Customer Service - Others	10	9	15	9	9								1
	Customer Service - Others  Customer Service - TSO	10	9	14	9	9								59
Dur	plicate E-mail	18	9	14	9	9								3
Dup	Duplicate E-mail - General	2		1										3
Evn	pedited Passenger Screening Program	91	149	137	109	106								612
EXP	Expedited Passenger Screening Program	1	149	137	109	126								4
	Expedited Passenger Screening Program	2	16	16	8	6								48
	Expedited Passenger Screening Program	87	132	119	101	119								558
	Expedited Passenger Screening Program	1	132	1 19	101	119								200
Ide	ntification (ID) Requirements	1	1	1	1									2
luci	Identification (ID) Requirements - Domest	1	1	1	1									4
Loc		'	1	- 1	1									4
	Locks - Missing or Damaged Lock		1											1
Los	st and Found	1	1		1	1								3
LUS	Lost and Found - Airport/TSA	1			1	1								3
Mie	shandling of Passenger Property	3	1	3	4	- 1								11
IVIIS	Mishandling of Passenger Property - Dam	1	1	3	1									3
	Mishandling of Passenger Property - Dam	2	· · ·	3	3									8
No	Jurisdiction	1			3	1								5
140	No Jurisdiction - Refer to CBP				1	1								2
	No Jurisdiction - Refer to Other	1			2									3
Pat	tdown	5	5	3	1	2								16
1 40	Patdown - Flyer	4	5	3	1	2								15
	Patdown - Flyer as Observer	1												1
Per	rsons w/ Disabilities (PWD)	7	16	3	1									27
. 01	Persons w/ Disabilities (PWD) - Autism S		1											2
	Persons w/ Disabilities (PWD) - Diabetes				1									1
	Persons w/ Disabilities (PWD) - Diapers/G	Garments/D	1	1										2
	Persons w/ Disabilities (PWD) - General		1											1
	Persons w/ Disabilities (PWD) - Hearing I	2	1											3
	Persons w/ Disabilities (PWD) - Medically		3											4
	Persons w/ Disabilities (PWD) - Metal Imp			1										1
	Persons w/ Disabilities (PWD) - Mobility D	. ,	4											4
	Persons w/ Disabilities (PWD) - Ostomy/0													1
	Persons w/ Disabilities (PWD) - Prosthesi		2											2
	Persons w/ Disabilities (PWD) - Respirato		1											1
	Persons w/ Disabilities (PWD) - Service A		2											3
	Persons w/ Disabilities (PWD) - Wheelcha			1										2
Pro	phibited & Permitted Items		1											1
	Prohibited & Permitted Items - Alcohol and	d Tobacco	1											1
Pro	pperty - Special Handling	11	13	8	16	8								56
	Property - Special Handling - Damaged Ite		8	3	9	2								29
	Property - Special Handling - Damaged Ite			1	1	1								5
	Property - Special Handling - Missing Item		4	4	4	2								16
	Property - Special Handling - Missing Item		1		2	3								6
Scr	reening	13	5	14	8	8								48
	Screening - Crew Member or Airline Empl			1										1
	Screening - Inconsistency	4	2			1								7
	Screening - Lengthy Lines			2	1									
	Screening - Procedures/Process	8	3	11	5	5								32

			TSA Conta	ct Center (	(TCC) Data	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ВРТ		2	2		2	1		1	2				10
2019								1	1				2
Property - Special Handling								1	1				2
Property - Special Handling - Damaged I	tems - Chec	ked						1	1				2
2020		1			2								3
Customer Service					1								1
Customer Service - TSO					1								1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
2021		1	1			1			1				4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	i - TSA PreC	Check	1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dan	naged/Missi	1											1
Screening						1			1				2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1				1
2022			1										1
Customer Service			1										1
Customer Service - TSO			1										1

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK	1	1	3	7	1	5	6	1	5	3	1	2	3
2019				4	1	4	6		5	2	1	1	2
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property				2	1	2	3		3	1	1		1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	1	1	1	2						
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	1		1	1		3	1	1		
Patdown						1	1						
Patdown - Flyer						1	1						
Property - Special Handling				2		1			1				
Property - Special Handling - Damaged Ite	ems - Chec	ked		1					1				
Property - Special Handling - Missing Item	ns - Carry-C	n		1									
Property - Special Handling - Missing Item	ns - Checke	d				1							
Screening							2		1	1			
Screening - Procedures/Process							2		1	1			
2020		1											
Customer Service		1											
Customer Service - TSO		1											
2021	1		2			1		1		1		1	
Civil Rights			1										
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										
Customer Service	1		1										
Customer Service - TSO	1		1										
Patdown								1		1			
Patdown - Flyer								1		1			
Property - Special Handling						1						1	
Property - Special Handling - Damaged Ite	ems - Checl	ked				1							
Property - Special Handling - Missing Item	s - Checke	d										1	
2022			1	3									
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program			1	1									
Expedited Passenger Screening Program	- TSA PreC	Check	1	1									
Screening				1									
Screening - Procedures/Process				1									

			TSA C	ontact	Center (T	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-E	ec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	3	4		2	5	1	4	4	6	7	1	5	4	46
2019					3	1	1	3	4	5	1	3	4	25
Customer Service								1	1					2
Customer Service - TSO								1	1					2
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
Mishandling of Passenger Property					2			2	1	1	1	1	2	10
Mishandling of Passenger Property - Dar	_	•			2			1						3
Mishandling of Passenger Property - Dar	_	•			-			1		1		1	2	5
Mishandling of Passenger Property - Dar	_	•			ggage				1					1
Mishandling of Passenger Property - Disa	arrayed Items	Carry-or	or Ch	ecked							1			1
Patdown									1				1	2
Patdown - Flyer									1				1	2
Property - Special Handling							1			3		2		6
Property - Special Handling - Missing Iter										3		2		5
Property - Special Handling - Missing Iter	ms - Checked						1							1
Screening					1	1			1				1	4
Screening - Procedures/Process					1				1				1	3
Screening - Security Breach						1								1
2020	3	1		1	2		3							10
Civil Rights				1										1
Civil Rights - Racial Profiling or Discrimin	nation			1										1
Customer Service	1				1									2
Customer Service - TSO	1				1									2
Mishandling of Passenger Property							1							1
Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	hecked	d Bagga	age		1							1
Patdown	1						1							2
Patdown - Flyer	1						1							2
Property - Special Handling	1						1							2
Property - Special Handling - Missing Itel	n 1						1							2
Screening		1			1									2
Screening - Lengthy Lines		1												1
Screening - Procedures/Process					1									1
2021								1	2	2		2		7
Civil Rights									_			1		1
Civil Rights - Sex/Gender/Gender Identity	/- Not Transg	ender										1		1
Mishandling of Passenger Property	, 								1					1
Mishandling of Passenger Property - Dar	naged/Missin	a ItemsC	hecked	d Bagga	age				1					1
Patdown	1	3		33	3-					1				1
Patdown - Flyer as Observer										1				1
Property - Special Handling										1				1
Property - Special Handling - Missing Itel	ns - Carry-Or	1								1				1
Screening	1							1	1			1		3
Screening - Procedures/Process									1			1		2
Screening - Traveling with Cash								1						1
2022		3		1										4
Expedited Passenger Screening Program		1		1										2
Expedited Passenger Screening Program	n - TSA PreC	1		1										2
Patdown	10.11.00	1												1
Patdown - General		1												1
Persons w/ Disabilities (PWD)		1												1
Persons w/ Disabilities (PWD) - Medicall	v Necessary	1												1
i cisolis wi Disabilitics (i WD) - Medicali	y recoessary													

			TSA Contac	ct Center (	rcc) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	1		3	1	1	2	2			1	3	2	1
2019						1					1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	gage							1		
Property - Special Handling						1							
Property - Special Handling - Missing Item	s - Checke	d				1							
2020	1		2	1							1	1	
Mishandling of Passenger Property	1		1										
Mishandling of Passenger Property - Dam	1		1										
Property - Special Handling				1									
Property - Special Handling - Missing Item	s - Checke	d		1									
Screening			1								1	1	
Screening - Procedures/Process			1								1	1	
2021						1	2			1	1	1	
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program							1			1			
Expedited Passenger Screening Program	- TSA PreC	heck					1			1			
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	gage			1						
Property - Special Handling						1						1	
Property - Special Handling - Damaged Ite	ems - Check	ed				1						1	
2022			1		1								
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	1										

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
		1		1					1			3
				1					1			2
									1			1
naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
				1								1
				1								1
		1										1
		1										1
		1										1
		10-Oct 11-Nov	10-Oct 11-Nov 12-Dec 1		10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1 1 1	1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May  1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug  1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep  1 1 1 1 1

							ool - FOIA							
ategories	10-Oct	11-Nov	12-De	c 01-J	an 🖠	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	2	1		1	4	1	2	4		2		1	1	19
2019					2		2	2		1			1	8
Customer Service					1									
Customer Service - TSO					1									
Locks							1							
Locks - Missing or Damaged Lock							1							
Mishandling of Passenger Property										1				
Mishandling of Passenger Property - Dam	aged/Missing	ltemsC	hecked E	Baggage						1				
Persons w/ Disabilities (PWD)								1						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts						1						
Property - Special Handling					1			1						
Property - Special Handling - Damaged It	ems - Checke	ed						1						
Property - Special Handling - Missing Iten	ns - Checked				1									
Screening							1						1	
Screening - Procedures/Process							1						1	
2020	1									1				
Civil Rights										1				
Civil Rights - Hair Patdowns										1				
Mishandling of Passenger Property	1													
Mishandling of Passenger Property - Dam	1													
2021								2				1		
Civil Rights												1		
Civil Rights - Transgender Screening												1		
Customer Service								1						
Customer Service - TSO								1						
Expedited Passenger Screening Program								1						
Expedited Passenger Screening Program	- TSA PreCh	eck						1						
2022	1	1		1	2	1								
Expedited Passenger Screening Program	1			1	2	1								
Expedited Passenger Screening Program	1													
Expedited Passenger Screening Program	- TSA PreCh	eck		1	2	1								
Screening		1												
Screening - Procedures/Process		1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRW			1						1	1	1		4
2020			1										1
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimin	ation		1										1
2021									1	1	1		3
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA PreC	Check								1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage							1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Iten	ns - Checke	d							1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTM	1	1		1			1				1		5
2019							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Iten	ns - Checke	d					1						1
2021											1		1
Screening											1		1
Screening - Inconsistency											1		1
2022	1	1		1									3
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimin	1												1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wounded	Warrior			1									1

gories	10-Oct	11-Nov	12-De	c 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
R	5	6		4 6	7		5	1	3	8	5	7	5
2019				1	2		4	1	2	4	2	4	2
Customer Service					1		1	1		2	1		
Customer Service - Others					1		1						
Customer Service - TSO								1		2	1		
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property				1	1		2			1		3	
Mishandling of Passenger Property - Dam	aged/Missin	ItemsC	hecked E	Baç 1	1		2			1		2	
Mishandling of Passenger Property - Disa	rayed Items	Carry-on	or Chec	ked								1	
Property - Special Handling									2	1	1	1	
Property - Special Handling - Missing Item	s - Carry-Or								1			1	
Property - Special Handling - Missing Item									1	1	1		
2020	1	2		1	2						2		
Advanced Imaging Technology (AIT)				1									
Advanced Imaging Technology (AIT) - Fly	ər			1									
Customer Service											1		
Customer Service - Others											1		
Mishandling of Passenger Property	1	1			1						1		
Mishandling of Passenger Property - Dam	1	1			1						1		
Patdown					1						'		
Patdown - Flyer					1								
Screening		1											
Screening - Procedures/Process		1											
2021				1 1	1		1		1	4	1	3	
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program							1		1	3	1	3	
Expedited Passenger Screening Program	- TSA PreCh	eck					1		1	3	1	3	
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aned/Missin	ı ItemsC	hecked F	Rannane	1								
Property - Special Handling	agoanmooni	, itomo o	noonou E	1	'								
Property - Special Handling - Missing Item	s - Checked			1									
Screening	o oncoroa									1			
Screening - Procedures/Process										1			
2022	4	4		3 3	2								1
Customer Service	1	-		3 3									
Customer Service - TSO	1												
Duplicate E-mail	1												
Duplicate E-mail - General	1												
Expedited Passenger Screening Program	2	3		3 3	1								
Expedited Passenger Screening Program				3	1								
Expedited Passenger Screening Program	- 13A Applic 2	3 audii Pio		3 3									
Property - Special Handling		3		3	1								
Property - Special Handling  Property - Special Handling - Damaged Ite	me Corne	)n			1								
	ms - Carry-	חכ 1			1								
Screening													

egories	10 Oct	11. Nov				C) Data To		04 45=	OS Moss	06 1	07 11	08 4~	00 800	Total
		11-Nov 15	12-Dec	: 01-J 18		02-Feb	03-Mar 7	04-Apr 7	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TV	14	15	) 1	18	11	23			9	11	17	9		152
2019					3	6	3	5	6	5 1	12	5	6	51
Advanced Imaging Technology (AIT)														1
Advanced Imaging Technology (AIT) - Fly	er I				4	4	4	4	4	1	0	0		1
Customer Service Others					1	1	1	1	1	2	2	2		11
Customer Service - Others Customer Service - TSO					_	-	-	1	-	0	1			2
					1	1	1		1	2	1	2		9
Locks					1						2	1	1	5
Locks - Missing or Damaged Lock					1						2	1	1	5
Mishandling of Passenger Property					1	2	1	2	3	1			2	12
Mishandling of Passenger Property - Dam								2						2
Mishandling of Passenger Property - Dam				-	1	2	1		3	1			1	9
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Check	ked									1	1
Patdown									1		4	1	1	7
Patdown - Flyer									1		2	1	1	5
Patdown - Flyer as Observer											1			1
Patdown - Non-Flyer											1			1
Persons w/ Disabilities (PWD)						2	1							3
Persons w/ Disabilities (PWD) - Diabetes							1							1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledicatio	n and Med	dical Supp	olies	1								1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)				1								1
Property - Special Handling						1		1					1	3
Property - Special Handling - Damaged Ite	ems - Checke	ed				1		1					1	3
Screening								1	1	1	4	1	1	9
Screening - Procedures/Process								1	1	1	4	1	1	9
2020	7	10	)	7	2	7	3	1		2	1	1	1	42
Civil Rights	1			1	_	1		•		_	•	•		3
Civil Rights - Constitutional Rights	1			•										1
Civil Rights - Sex/Gender/Gender Identity	I III III III III II II II II II II II	ender		1		1								2
Customer Service	- Not Transge	riuei 1		1		1	1							5
Customer Service - Others	1	1					1							
							4							
Customer Service - TSO	2	1					1							4
Locks					1									1
Locks - Missing or Damaged Lock					1									1
Mishandling of Passenger Property				1		1				1	1		1	7
Mishandling of Passenger Property - Dam													1	1
Mishandling of Passenger Property - Dam		1		1		1								3
Mishandling of Passenger Property - Disa	rrayed Item	1								1	1			3
Patdown		1		2										3
Patdown - Flyer		1		1										2
Patdown - Non-Flyer				1										1
Persons w/ Disabilities (PWD)				1		1								2
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledicatio	r	1		1								2
Prohibited & Permitted Items							1							1
Prohibited & Permitted Items - Food/Beve	rages						1							1
Property - Special Handling		1		2	1	1	1							6
Property - Special Handling - Damaged Ite	ems - Carry-C	)n			1		1							2
Property - Special Handling - Damaged Ite	ems - Checke	ed		1										1
Property - Special Handling - Missing Item	ns - Carry-C	1												1
Property - Special Handling - Missing Item	ns - Checked			1		1								2
Screening	3	5	5			3		1		1		1		14
Screening - Procedures/Process	2	5	5			3		1		1		1		13
Screening - Retrieving Abandoned/Confis														1
2021	1	1	l	3		2	1	1	3	4	4	3	4	27
Customer Service	1	•		1		_	•	1	2	1	2		2	10
Customer Service - Others	·										1			1
Customer Service - TCC				1									1	2
Customer Service - TSO	1							1	2	1	1		1	7
	1			1			1	1	2	1	1			
Expedited Passenger Screening Program	TQA A!'-	otion D-	aram	1								2		5
Expedited Passenger Screening Program			yram	1			1						1	2
Expedited Passenger Screening Program	- 15A PreCh	еск		1								2		3
Locks										1				1
Locks - Missing or Damaged Lock										1				1
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Check	ked						1				1
Patdown										1				1
Patdown - Flyer										1				1
Prohibited & Permitted Items											2			2
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sh	arp Obje	cts								1			1
Prohibited & Permitted Items - Sporting G	oods										1			1
Property - Special Handling				1		1						1	1	4
Property - Special Handling - Damaged Ite	ems - Carry-C	)n										1		1
Property - Special Handling - Damaged Ite	ems - Checke	ed		1		1								2
Property - Special Handling - Missing Item													1	1
Screening	,, OII	1				1			1					3
Screening - Procedures/Process		1				1			1					3
2022	6	4		8	6	8			•					32
		1		1	1									3
				1	1									2
Civil Rights	ation				1									
Civil Rights  Civil Rights - Racial Profiling or Discrimina	ation			ı										
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening		1			A									1
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service	1	1		1	1									4
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO	1	1 1 1		1	1									4
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 5	1 1 1		1 1 5	1	8								4 4 22
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 5 - TSA Applic	1 1 1 1 ation Pro	 	1 1 5	1 3 1	1								4 4 22 3
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 5 - TSA Applic	1 1 1 1 ation Pro	  - 	1 1 5 1 4	1									4 4 22

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling				1									1
Property - Special Handling - Missing Iten	ns - Carry-C	)n		1									1
Screening		1	1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process			1										1

Catagorias	10.0-1	44 11		tact Center (				05.14	00 1	07 1.1	00.4	00.0	<b>T</b> - 4 - 1
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	28	24	4 2	28 31			17	16	17	23	25		268
2019				4	е	4	9	7	6	16	12	9	73
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimina	ation						1					2	3
Civil Rights - Screening of Religious Cultu	ral and Ceren	nonial Ite	ems		1								1
Customer Service					1	1	1	1		2	2		8
Customer Service - TSO					1	1	1	1		2	2		8
Locks				1	1		1		1	1	2	1	8
Locks - Missing or Damaged Lock				1	1		1		1	1	2	1	8
Mishandling of Passenger Property					1	1	3	1	2	7	1		19
Mishandling of Passenger Property - Dam	aged/Missing	Items	Carry-on Lu	nddade			1			1			2
Mishandling of Passenger Property - Dam					1	1	2	1	2	4	1	3	15
Mishandling of Passenger Property - Disa										2			2
Patdown	nayou nomo	ourry o	II OI OIIOOII	tou	1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)				1			1		1	- 1		1	3
	NI						ı					1	
Persons w/ Disabilities (PWD) - Medically												1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelc	hair or Sco				1						2
Property - Special Handling				2		2		1	1	5	2	1	14
Property - Special Handling - Damaged Ite				1							1		2
Property - Special Handling - Damaged Ite		d				1				3		1	5
Property - Special Handling - Missing Item									1		1		2
Property - Special Handling - Missing Item	s - Checked			1		1		1		2			5
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening					1		2	2	1		4		10
Screening - Crew Member or Airline Empl	oyee										2		2
Screening - Inconsistency							1				1		2
Screening - Procedures/Process					1		1	2	1		1		6
2020	11	10	1	9 11			2	2	1	3	4		61
Civil Rights	2			1	•		_		•	•			4
Civil Rights - Racial Profiling or Discrimina				1									4
Customer Service	2			2						1			7
Customer Service - Others			2	2						- 1			2
Customer Service - TSO	2	-		0						4			
				2						1			5
Locks	1		1	1					1		1		6
Locks - Missing or Damaged Lock	1		1	1	1				1		1		6
Mishandling of Passenger Property	6			2 5			1			1	2		21
Mishandling of Passenger Property - Dam	5	- 2	2	2 4		1	1			1	1		18
Mishandling of Passenger Property - Disa	1			1							1		3
Patdown				1	1			1					3
Patdown - Children								1					1
Patdown - Flyer					1								1
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Cast	S		1								1
Property - Special Handling		- 2	2	2 5		1					1		11
Property - Special Handling - Damaged Ite	ems - Carry-C	n		1									1
Property - Special Handling - Damaged Ite	ems - Checl		1	1		1							3
Property - Special Handling - Missing Item	ns - Carry-On			2									2
Property - Special Handling - Missing Item	ns - Checke		1	1 2							1		5
Screening		- 2	2	1	1	1	1	1		1			8
Screening - Crew Member or Airline Empl	ovee				1					1			2
Screening - Procedures/Process	Ú		2	1		1	1	1					6
2021	4			1 2	3		6	7	10	4	9	9	60
Animals	-		•		•	1		•				•	1
Animals - Carry-On						1							1
Civil Rights					1		1						2
Civil Rights - Civil Rights Violation (TSA E	mployoo)						1						
Civil Rights - Racial Profiling or Discrimina					1		1						1 4
Customer Service	auon			4								4	
				1							2		4
Customer Service - TSO				1							2	1	4
Duplicate E-mail									1				1
Duplicate E-mail - General									1				1
Expedited Passenger Screening Program							4	5	5	3	5	4	26
Expedited Passenger Screening Program			ogram					1					1
Expedited Passenger Screening Program							4	4	5	3	4		24
Expedited Passenger Screening Program	- TSA/DHS E	mployee	es - Opt In								1		1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Mishandling of Passenger Property	1		1	2		2			1			2	9
Mishandling of Passenger Property - Dam	aged/Missing	Items	Carry-on Lu	ug 1		1							2
Mishandling of Passenger Property - Dam			-	1		1			1			1	5
Mishandling of Passenger Property - Disa			1									1	2
Patdown								1	1				2
Patdown - Flyer								1	1				2
Persons w/ Disabilities (PWD)									1	1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling	1					1			2	- 1	2	1	7
Property - Special Handling - Damaged Ite	ome - Carry O	ın				ı					2		3
						1						- 1	1
Property - Special Handling - Damaged Item		u				1							
Property - Special Handling - Missing Item							4		2				3
Screening	2				1		1	1				1	6
Screening - Inconsistency	1				1		1						3

			SA Contac	t Center (	ICC) Data	001 - FUIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1												
Screening - Retrieving Abandoned/Confise	cated Items							1				1	2
2022	13	13	18	14	16								74
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	2	7	1		1								11
Customer Service - TSO	2	7	1		1								11
Expedited Passenger Screening Program	9	4	12	12	15								52
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	8	4	11	12	15								50
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Dam	1		2										3
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1	1	2										
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Ite	ems - Checl	1	2										3
Screening				1									
Screening - Procedures/Process				1									

Cotomonico	10.0.1					Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	31	30	6 4 <sup>,</sup>				24	15	26	33	34	25	345
2019				9	3	8	19	8	12	16	14	5	94
Civil Rights				1	1		2	1	1	3			9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimina	ation						2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1									1
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Civil Rights - Transgender Screening	Ŭ				1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1						1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks				1			1	1	1		- 1		
													5
Locks - Missing or Damaged Lock				1	1		1	1	1				5
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1		1	6	3	2	2	3	2	20
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Carry-on Lu	ggage			1	1			1		3
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Checked Ba	aς 1		1	4	1	2	2	2	1	14
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	ed			1	1				1	3
Patdown				1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2		9
Persons w/ Disabilities (PWD)							2		1	1	2		6
Persons w/ Disabilities (PWD) - Autism S	o o o trum								'	- 1	1		1
. ,		2									1		1
Persons w/ Disabilities (PWD) - Cancer (g											1		
Persons w/ Disabilities (PWD) - Medically				cal Supplies			1		1				2
Persons w/ Disabilities (PWD) - Prosthesi			S				1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling				2	1	3	3		1	2	4		16
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								1
Property - Special Handling - Damaged Ite	ems - Check	ed		1		1	3				1		6
Property - Special Handling - Missing Item						1			1				2
Property - Special Handling - Missing Item				1		1				2	3		7
Screening	io Onconou			2		2	3		3	3	1	2	16
Screening - Inconsistency									3	3	1		
				I			1						2
Screening - Procedures/Process						1	1		3	3	1	2	11
Screening - Retrieving Abandoned/Confis	cated Items			1									1
Screening - Security Breach						1	1						2
2020	8	1:	3 12	2 12	11	7		1	4	5	8	3	84
Civil Rights	1		1	3	1						1		7
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimina	1		1								1		3
Civil Rights - Sex/Gender/Gender Identity		ender		1	1								2
Civil Rights - Transgender Screening				1									1
Customer Service	1		2 2	2	4	2			2	2			15
	'			2	- 4	2			1				13
Customer Service - Others	- 4		2							0			
Customer Service - TSO	1			2	4				1	2			14
Locks	1			1 2							2		7
Locks - Missing or Damaged Lock	1			1 2	1						2		7
Mishandling of Passenger Property	2		2 4	1 1	1	1		1	1	3	2		18
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	aged/Missir		2 4	1 1	1	1		1	1	1	2		14
Mishandling of Passenger Property - Disa	1									2			3
Patdown	1		2	1									4
Patdown - Flyer	1		2	1									4
Persons w/ Disabilities (PWD)	1			1	1							1	4
Persons w/ Disabilities (PWD) - Cancer (c				1								- '	1
. , ,	'			4									
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Visual Im												1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/				1								1
Property - Special Handling	1	;	5 ′	1 3							1	2	17
Property - Special Handling - Damaged Ite					1						1		3
Property - Special Handling - Damaged Ite			1	1								1	4
Property - Special Handling - Missing Item	ns - Checke	4		1 2	1	1						1	10
Screening			1 :	3 2		3			1		2		12
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process				3 1		2							6
Screening - Retrieving Abandoned/Confise	cated Items		1								1		2
Screening - Security Breach	2					1							1
2021	5					3	5	6	10	12	12	17	70
Civil Rights	J					3	J	2	10	12	12	17	3
	l							1					
Civil Rights - Racial Profiling or Discrimina	autori								1				2
Civil Rights - Transgender Screening								1			_		1
Customer Service							1		3		3	1	8
Customer Service - Others									1				1
Customer Service - TSO							1		2		3		7
Expedited Passenger Screening Program							2	2	4	9	5	12	34
Expedited Passenger Screening Program	- TSA PreCh	neck					2	2	4	9	5	12	34
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domest	ic						1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
	1									1	^		
Mishandling of Passenger Property										1	2		4
Mishandling of Passenger Property - Dam		0		1									1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	ed						1	2		3
Patdown									1		1	1	3

					TCC) Data 1								
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer									1			1	
Patdown - Non-Flyer											1		
Property - Special Handling	2					1		2				1	
Property - Special Handling - Damaged I		)n						2					
Property - Special Handling - Damaged I													
Property - Special Handling - Missing Ite	ms - Carry-On											1	
Property - Special Handling - Missing Ite	n 1					1							
Screening	1					2	1		1	2	1	2	
Screening - Inconsistency										1			
Screening - Lengthy Lines						1							
Screening - Procedures/Process	1					1	1		1	1	1	2	
2022	18	23	29	11	16								
Airline	1												
Airline - Policy/Regulations/Service	1												
Civil Rights		1	2										
Civil Rights - Racial Profiling or Discrimin	nation	1											
Civil Rights - Sex/Gender/Gender Identit		nder	1										
Civil Rights - Transgender Screening			1										
Customer Service	4	2	4	1	2								
Customer Service - TSO	4	2	4	1	2								
Expedited Passenger Screening Program	8	17	16	7									
Expedited Passenger Screening Program		1	10		10								
Expedited Passenger Screening Program		4	1		1								
Expedited Passenger Screening Program		12	15	7									
Lost and Found	0	12	13	- 1	12								
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property		1	- 1	1									
Mishandling of Passenger Property - Dar	magad/Missis	1		- 1									
Mishandling of Passenger Property - Dis			or Chaoles	1									
	arrayed items-	-Carry-on	or Checked	1									
Patdown Patdown - General		1											
		1											
Persons w/ Disabilities (PWD)	1				1								
Persons w/ Disabilities (PWD) - Prosthes													
Persons w/ Disabilities (PWD) - Wheelch		segway			1								
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Liquids/G	e 1												
Property - Special Handling			3	2									
Property - Special Handling - Damaged I			1	1									
Property - Special Handling - Damaged I			1										
Property - Special Handling - Missing Ite			1	1									
Screening	3	1	3										
Screening - Lengthy Lines			1										
Screening - Procedures/Process	3	1	1										
Screening - Retrieving Abandoned/Confi	scated Items		1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	156	146	167	185	177	101	103	131	124	130	189	125	1,734
2019				41	41	54	69	73	57	63	85	47	530
Advanced Imaging Technology (AIT)				1						1			2
Advanced Imaging Technology (AIT) - Fly	er			1						1			2
Civil Rights				2	1	3	3	2	3	1	1	3	19
Civil Rights - Age												1	1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina				2	1	1	2	1	2	1	1		11
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder				1						2	3
Civil Rights - Transgender Screening					40	40	1	0	0	0	40	0	1
Customer Service - Others				9	13 1	19 1	18	9	8	8	18	9	111
Customer Service - TSO				9	12	18	18	9	7	7	17	9	106
Locks				1	3	2	2	6	4	3	4	3	28
Locks - Missing or Damaged Lock				1	3	2	2	6	4	3	4	3	28
Lost and Found									1		1		2
Lost and Found - Airport/TSA									1		1		2
Mishandling of Passenger Property				8	11	5	9	15	12	17	19	12	108
Mishandling of Passenger Property - Dam	ı ıaged/Missing	ItemsC	arry-on Lugo		1			2	1	1	3		8
Mishandling of Passenger Property - Dam				8	9	5	7	11	8	15	13	10	86
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked		1		2	2	3	1	3	2	14
Patdown				1	1	3	6	6		5	2	2	26
Patdown - Children								1					1
Patdown - Flyer				1	1	3	6	3		4	2	2	22
Patdown - Flyer as Observer								1		1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				3		1	6	7		4	13	3	37
Persons w/ Disabilities (PWD) - Breast Ca							1						1
Persons w/ Disabilities (PWD) - Cancer (g											1		1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability	1		1					3		5
Persons w/ Disabilities (PWD) - Diabetes							2	2		1			5
Persons w/ Disabilities (PWD) - General							1	2					3
Persons w/ Disabilities (PWD) - Medical E											1		1
Persons w/ Disabilities (PWD) - Medically		ledication	and Medic	2						1	5	1	9
Persons w/ Disabilities (PWD) - Metal Imp		\//baalab	air ar Casata	~ r-\				4		4		1	1
Persons w/ Disabilities (PWD) - Mobility D		vvneeich	air or Scoole	er)			4	1		1	1	1	5
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im							1	1			1		2
Persons w/ Disabilities (PWD) - Visual IIII  Persons w/ Disabilities (PWD) - Wheelcha		eaman					1	1		1			3
Property - Special Handling		egway		11	8	9	11	14	16	13	14	8	104
Property - Special Handling - Damaged Ite	l ems - Carry-O	)n		2	3	3	2	14	10	13	14	1	12
Property - Special Handling - Damaged Ite				3	1	2	6	4	4	6	2	2	30
Property - Special Handling - Missing Item		u		1	1	1	1	3	2	3	2	1	15
Property - Special Handling - Missing Item				5	3	3	2	6	10	4	10	4	47
Request for Assistance	io onositou				1		1					•	2
Request for Assistance - Other					1		1						2
Screening				5	3	12	13	14	13	11	13	7	91
Screening - Inconsistency								2	1				3
Screening - Lengthy Lines				1	1	4	3	3	4	3	5	1	25
Screening - Procedures/Process				4	2	6	9	8	7	7	8	6	57
Screening - Retrieving Abandoned/Confise	cated Items							1					1
Screening - Security Breach						2	1		1	1			5
2020	58	41	71	54	49	18	5	8	11	21	25	22	383
Civil Rights	3	1	1	4	4			1	1	2	1	2	20
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina			1	3	3			1	1			2	12
Civil Rights - Sex/Gender/Gender Identity	1			1	1					2			5
Customer Service	17	8		5	8	1	1	1	2	2	6	3	69
Customer Service - Others			1	1									2
Customer Service - TSO	17	8		4	8	1	1	1	2	2	6	3	67
Locks	2	1		3	1				2	4	3	3	26
Locks - Missing or Damaged Lock	2	1		3	1				2	4	3	3	26
Lost and Found			1										1
Lost and Found - Airport/TSA			1	0	4.4	2	4	0	0	2	4	0	1
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	6	6	20	9	14	2	1	2	2	3	4	2	72
Mishandling of Passenger Property - Dam		3		9	13		1	1	1	2	4	2	53
Mishandling of Passenger Property - Dam		1		9	13		1		- 1		4		1
Mishandling of Passenger Property - Disa		2			1	1		1	1				11
Patdown	3	1		3	3	1		'	'				11
Patdown - Flyer	3	'		2	2								7
Patdown - Flyer as Observer	Ü			1									1
Patdown - Non-Flyer		1			1	1							3
Persons w/ Disabilities (PWD)	6	5	2	2		2		1	3	2	1	2	26
Persons w/ Disabilities (PWD) - Breast Ca			_	_						_		_	1
Persons w/ Disabilities (PWD) - Cognitive		1								1			2
Persons w/ Disabilities (PWD) - Diabetes									1				2
Persons w/ Disabilities (PWD) - General	2	1							1			1	5
Persons w/ Disabilities (PWD) - Internal M	ledical Device	es							1				1
Persons w/ Disabilities (PWD) - Medically	Necessary N	ledication	and Medic	1								1	2
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1	2										3

		TSA	Contact Co			I - FOIA							
Categories	10-Oct 11	1-Nov 12	2-Dec 01	1-Jan 0:	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service A	nimals			1						1			2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	2											2
Persons w/ Disabilities (PWD) - Wheelcha	2					1		1			1		5
Property - Special Handling	14	10	14	17	11	6	3	2	1	5	8	9	100
Property - Special Handling - Damaged Ite	1	1	5		2	1				2			12
Property - Special Handling - Damaged Ite		6	1	2	3		2		1	2		6	31
Property - Special Handling - Missing Item			2	2	1			1		1	1	1	12
Property - Special Handling - Missing Item		3	6	13	5	5	1	1			4	2	45
Request for Assistance		2	0	10		J		· ·					2
Request for Assistance - Other													
Request for Assistance - Wounded Warrio	- MCLICO	1											1
·	, ,	1 7	4.4	4.4	0	_				0			1
Screening	7	7	11	11	8	5		1		3	2	1	56
Screening - Lengthy Lines			3	1	3	1							8
Screening - Procedures/Process	7	7	6	9	4	4		1		3	2	1	44
Screening - Security Breach			2	1	1								4
2021	27	15	24	20	13	29	29	50	56	46	79	56	444
Airline										1		1	2
Airline - Lost Baggage										1			1
Airline - Wheelchair Assistance												1	1
Civil Rights	1			1		1	1			2		1	7
Civil Rights - Constitutional Rights				1						1		1	3
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity		der				1	1						2
Claims	-5-11							1					1
Claims - General								1					1
Customer Service	9	1	9	7	2	6	9	13	9	3	13	3	84
Customer Service - CSM			1		_	J	J	10	J	- 3		3	1
Customer Service - Others			1			1							2
Customer Service - Others  Customer Service - TCC			1			1							1
Customer Service - TCC  Customer Service - TSO	9	4	6	7	2	-	9	40		^	40	3	
	9	1	б	/	2	5	9	13	9	3	13	3	80
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program		1	2	1	1	4	11	15	19	21	41	37	153
Expedited Passenger Screening Program		Military						1					1
Expedited Passenger Screening Program							1		2	1	1		5
Expedited Passenger Screening Program	- Known Crew I	Member				1							1
Expedited Passenger Screening Program	- TSA Applicati	ion Program	า					2	1		2	6	11
Expedited Passenger Screening Program	- TSA PreC	1	2	1	1	3	10	11	16	20	37	30	132
Expedited Passenger Screening Program	- TSA/DHS Em	nployees - C	pt In					1			1	1	3
Identification (ID) Requirements			1						1	1	1	1	5
Identification (ID) Requirements - Domest	ic		1						1		1	1	4
Identification (ID) Requirements - Real ID										1			1
Locks	2					1			1			1	5
Locks - Missing or Damaged Lock	2					1			1			1	5
Lost and Found	_			1		1	1		2			1	6
Lost and Found - Airport/TSA				1		1	1		2			1	6
Mishandling of Passenger Property	6	4	4	5	3	1		5		3	4	2	37
Mishandling of Passenger Property - Dam			1	3	1	- '		J		1	1		5
Mishandling of Passenger Property - Dam		4	3	5	2			5		2			28
								3				1	4
Mishandling of Passenger Property - Dam				gage		- 4						1	1
Mishandling of Passenger Property - Disa	rrayed itemsC	arry-on or c	эпескеа			1					1		3
No Jurisdiction						2	1	1			1	1	6
No Jurisdiction - Refer to CBP						1	1					1	3
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other						1					1		2
Patdown	1		1			2	2	1	2	1	3	1	14
Patdown - Children										1			1
Patdown - Flyer	1		1			1	2	1	2		3	1	12
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1	3	2	1	1	1		3	3	3	2	20
Persons w/ Disabilities (PWD) - Autism S	pectrum				1					1			2
Persons w/ Disabilities (PWD) - Diabetes				1							1		2
Persons w/ Disabilities (PWD) - General			1								1		2
Persons w/ Disabilities (PWD) - Medical D	Devices - Attach	ned to the B	odv								1		1
Persons w/ Disabilities (PWD) - Medically				upplies						1		1	2
Persons w/ Disabilities (PWD) - Mobility D									1	1			2
Persons w/ Disabilities (PWD) - Prosthesi						1							1
Persons w/ Disabilities (PWD) - Service A			2										2
Persons w/ Disabilities (PWD) - Service P		1	_	1			1		2			1	6
Prohibited & Permitted Items	2117 00001817	1	2	2			- 1	2		1	1	1	9
Prohibited & Permitted Items - Beauty & C	Prooming Home			1						- 1		I	1
				I									
Prohibited & Permitted Items - Firearm/Ar			4							1			1
Prohibited & Permitted Items - Food/Beve		Okto	1										1
Prohibited & Permitted Items - Knives/Too		p Objects						1					1
Prohibited & Permitted Items - Lighters/Mi												1	1
Prohibited & Permitted Items - Liquids/Ge			1	1							1		3
Prohibited & Permitted Items - Sporting G								1					1
Property - Special Handling	5	5	2	1	3	2	1	5	7	6	7	1	45
Property - Special Handling - Damaged Ite		1							4	1	1		7
Property - Special Handling - Damaged Ite	ems - Checl	3	1		1	2		2	2	2		1	14
Property - Special Handling - Missing Item				1				1		1	5		8
Property - Special Handling - Missing Item		1	1		2		1	2	1	2			16
Request for Assistance										_	1		1
Request for Assistance - Non-Persons w/	Disabilities (PV	VD)									1		1
Screening	3	3			3	7	2	7	12	4		3	48
						,		,	12	-		3	70

		Т	SA Contac	t Center (T	CC) Data								
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Children					1								
Screening - Inconsistency	1					2	1	2	4			1	1
Screening - International Screening												1	
Screening - Lengthy Lines						2		1	1				
Screening - Procedures/Process	2	3			2	3	1	4	7	4	4	1	3
2022	71	90	72	70	74								37
Airline				1									
Airline - Policy/Regulations/Service				1									
Civil Rights	2		2										
Civil Rights - Racial Profiling or Discrimina	2		1										
Civil Rights - Sex/Gender/Gender Identity		ender	1										
Claims				1									
Claims - Status				1									
Customer Service	15	8	5	4	6								
Customer Service - TSO	15	8	5	4	6								
Expedited Passenger Screening Program	42	60	52	50	54								2
Expedited Passenger Screening Program		1	1	1									
Expedited Passenger Screening Program		'	'	'	1								
Expedited Passenger Screening Program		9	1	2	4								
Expedited Passenger Screening Program	38	50	48	47	47								2
Expedited Passenger Screening Program	1	00	2	71	2								
Identification (ID) Requirements	'	1											
Identification (ID) Requirements - Domest	i o	1											
Locks	1	- 1	1	2	1								
	1		1	2	1								
Locks - Missing or Damaged Lock Lost and Found	'	1	1	1	1								
Lost and Found - Airport/TSA		1	1	1									
•			- 1										
Mishandling of Passenger Property		4		1									
Mishandling of Passenger Property - Dam	-	2											
Mishandling of Passenger Property - Dam		2											
Mishandling of Passenger Property - Disa	rrayed items	sCarry-on		1									
No Jurisdiction			2	2	3								
No Jurisdiction - Refer to CBP					3								
No Jurisdiction - Refer to Other	_		2	2									
Patdown	2	1											
Patdown - Flyer	2	1											
Persons w/ Disabilities (PWD)	3	2	1	1	1								
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	2	1										
Persons w/ Disabilities (PWD) - General				1									
Persons w/ Disabilities (PWD) - Internal M													
Persons w/ Disabilities (PWD) - Medically		Medication	and Medica	al Supplies	1								
Persons w/ Disabilities (PWD) - Metal Imp													
Persons w/ Disabilities (PWD) - Wheelcha	1												
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Medication	/Prescriptio	1											
Property - Special Handling	1	6	1	3	4								
Property - Special Handling - Damaged Ite	ems - Carry	1	1	2	1								
Property - Special Handling - Damaged Ite	1	1		1									
Property - Special Handling - Missing Item		4			2								
Property - Special Handling - Missing Item	ns - Checked	d			1								
Screening	5	6	7	4	5								
Screening - Crew Member or Airline Empl			1										
Screening - Inconsistency	1	1	1	1	2								
Screening - Lengthy Lines	·		1										
Screening - Procedures/Process	4	5	4	3	2								
Screening - Retrieving Abandoned/Confis					1								

egories					ata Tool - FO							
		Nov 12-E				•		06-Jun	07-Jul	08-Aug	09-Sep	Total
ZN	10	13	12	14			8 7	10	12		10	132
2019				1			4 4	4	5			29
Civil Rights				1		1	1			1		4
Civil Rights - Racial Profiling or Discrimina				4			1					1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	er .		1		1				1		2
Civil Rights - Transgender Screening						1	0 4		4			1
Customer Service							2 1		1			5
Customer Service - TSO						1	2 1		1			5
Locks										1		1
Locks - Missing or Damaged Lock							•			1		1
Mishandling of Passenger Property		D.:					2					2
Mishandling of Passenger Property - Dama				tractor			1					1
Mishandling of Passenger Property - Dama	aged/iviissing ite	msCnecke	u Baggage			^	1	-	0			1
Patdown						3	1	1	3			8
Patdown - Flyer						3	1	1	3			8
Persons w/ Disabilities (PWD)									1	1		2
Persons w/ Disabilities (PWD) - Hearing In		.	241						1			1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not Wr	neerchair or s	Scooler)			4	4	0		1		
Screening						1	1	3		2		1
Screening - Inconsistency								2				2
Screening - Procedures/Process		_				1	1	1		2		
2020	4	6	4	5	3			1		1	3	27
Advanced Imaging Technology (AIT)		1										1
Advanced Imaging Technology (AIT) - Flye		1										
Civil Rights	1		1									2
Civil Rights - Age	1											
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	er	1									
Customer Service			1					1		1	2	į
Customer Service - TSO			1					1		1	2	į
Mishandling of Passenger Property			1									1
Mishandling of Passenger Property - Dama	aged/Missing Ite	ms Pr	1									1
Patdown	2	3		2								7
Patdown - Flyer	2	3		2								7
Persons w/ Disabilities (PWD)		2	1	1	1						1	6
Persons w/ Disabilities (PWD) - General			1									
Persons w/ Disabilities (PWD) - Hearing In	npairment										1	1
Persons w/ Disabilities (PWD) - Medically		1										
Persons w/ Disabilities (PWD) - Touch Ave		1		1	1							
Property - Special Handling	1			1	1							3
Property - Special Handling - Damaged Ite	1											1
Property - Special Handling - Missing Item	s - Checked			1	1							2
Screening	o onconou			1	1							2
Screening - Procedures/Process				1	1							2
2021	1	1	1	2		2	4 3	5	7	10	7	46
Airline	•		-	_	3	_		1	'	10		1
Airline - Policy/Regulations/Service								1				1
Civil Rights					1			1				2
•	tion				1			1				2
Civil Rights - Racial Profiling or Discrimina	luon	4		4	1		4	ı	2			7
Customer Service		1		1	ı		1		3			
Customer Service - Others		4		4	4				1			1
Customer Service - TSO		1	1	1	1	4	1	2	2			6
					1	1				0	7	
Expedited Passenger Screening Program							1		2	6	7	
Expedited Passenger Screening Program			'				ı	1	2	6		1
Expedited Passenger Screening Program - Expedited Passenger Screening Program -	- TSA Applicatio							1			1	1
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- TSA Applicatio - TSA PreCheck	-	1		1			1	2	6	1	19
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction	- TSA Applicatio - TSA PreCheck	-	1		1			1	2	6	1	1 19 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other	- TSA Applicatio - TSA PreCheck	-	1		1			1	2	6	1	19
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dame No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	- TSA Applicatio - TSA PreCheck aged/Missing Ite	msChecked	1 d Baggage		1			1	2 1 1	6 1 1 1	1	15
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Civil Rights	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 .ms - Carry-On .ms - Checked s - Carry-On 1	msChecked	1 d Baggage y	1		1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	11 11 11 11 11 11 11 11 11 11 11 11 11
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 .ms - Carry-On .ms - Checked s - Carry-On 1 .tion	msChecked	1 d Baggage y	1	6	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	110
Expedited Passenger Screening Program - Mishandling of Passenger Property - Mishandling of Passenger Property - Dama - No Jurisdiction - Refer to Other - Patdown - Patdown - Flyer - Persons w/ Disabilities (PWD) - Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave - Prohibited & Permitted Items - Prohibited & Permitted Items - Property - Special Handling - Property - Special Handling - Damaged Ite - Property - Special Handling - Damaged Ite - Property - Special Handling - Missing Item - Property - Special Handling - Missing Item - Screening - Screening - Screening - Procedures/Process  2022 Civil Rights - Civil Rights - Racial Profiling or Discrimina - Civil Rights - Screening of Religious or Cul	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 ms - Carry-On ms - Checked s - Carry-On 1 5 ttion Itural Garments	msChecked	1 d Baggage y	6 1	<b>6</b>	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	15
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cul Customer Service Customer Service - TSO	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 .ms - Carry-On .ms - Checked s - Carry-On 1 .tion	msChecked d to the Bod ma)	1 d Baggage  y	6 1	<b>6</b>	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cul Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 ms - Carry-On ms - Checked s - Carry-On 1  5 ttion Itural Garments 1 1 - TSA Applicatio	msChecked d to the Body ma)  6	1 d Baggage  y  7 1 1 1	6 1 1 4 1	<b>6</b> 2 2 2 3	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 ms - Carry-On ms - Checked s - Carry-On 1  5 ttion Itural Garments 1 1 - TSA Applicatio - TSA PreC	msChecked d to the Bodyma)	1 d Baggage  y	6 1 1 1	<b>6</b>	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dams No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cul Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 ms - Carry-On ms - Checked s - Carry-On 1  5  ttion Itural Garments 1 1 - TSA Applicatio - TSA PreC 1	msChecked d to the Body ma)  6	1 d Baggage  y  7 1 1 1	6 1 1 4 1	<b>6</b> 2 2 2 3	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program - Mishandling of Passenger Property - Dama No Jurisdiction - Refer to Other - Patdown - Patdown - Flyer - Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items - Beauty & G Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Procedures/Process  2022  Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cul Customer Service - TSO Expedited Passenger Screening Program -	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 ms - Carry-On ms - Checked s - Carry-On 1  5  ttion Itural Garments 1 - TSA Applicatio - TSA PreC 1 1	msChecker d to the Bod ma)  6  5 n Program 5	1 d Baggage  y  7 1 1 1 5 5 5	6 1 1 4 1	<b>6</b> 2 2 2 3	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dams No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cul Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA Applicatio - TSA PreCheck aged/Missing Ite evices - Attache ersion (pain/traur rooming Items 1 ms - Carry-On ms - Checked s - Carry-On 1  5  ttion Itural Garments 1 1 - TSA Applicatio - TSA PreC 1	msChecked d to the Body ma)  6	1 d Baggage  y  7 1 1 1	6 1 1 4 1	<b>6</b> 2 2 2 3	1	1 1 2 1 1 1 2 2 1 1 1	1	2 1 1	1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Screening	1			1									2
Screening - Procedures/Process	1			1									2

			CC) Data To		04 4	05 Mar.	00 1	07 11	00 4	00 0	Tatal
Categories 10-Oct 11-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE 12 8	16		20	15	12	7	22	14	14	12	175
2019		4	2	7	9	4	15	7	8	5	61
Civil Rights					2		2	1	2		7
Civil Rights - Hair Patdowns					1		1				2
Civil Rights - Perceived Religion									1		1
Civil Rights - Racial Profiling or Discrimination					1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1		2
Customer Service		1		1	1	2	3	1	1	1	11
Customer Service - TSO		1		1	1	2	3	1	1	1	11
Locks				1					1		2
Locks - Missing or Damaged Lock				1					1		2
Mishandling of Passenger Property		1			2	1	1			1	6
Mishandling of Passenger Property - Damaged/Missing ItemsCl	hecked Ba				2	1	1			1	6
Patdown		1	1	3	1		1		1		8
Patdown - Flyer			1	3	1		1		1		7
Patdown - Non-Flyer		1									1
Persons w/ Disabilities (PWD)					1		2		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma	sks								1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelcha	air or Scoo	ter)					1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1						1
Property - Special Handling		1	1	1	1		3	2		2	11
Property - Special Handling - Damaged Items - Carry-On							1				1
Property - Special Handling - Damaged Items - Checked								2		1	3
Property - Special Handling - Missing Items - Carry-On			1	1							2
Property - Special Handling - Missing Items - Checked		1			1		2			1	5
Screening				1	1	1	3	3	2	1	12
Screening - Lengthy Lines				1		1	<u> </u>				2
Screening - Procedures/Process				1	1	ı	3	2	2		8
Screening - Frocedules/Frocess					- 1		3	1		1	2
	7		•	7							
2020 5 5 Civil Rights 1	7	7	3	7			1	2		3	40
9											1
Civil Rights - Transgender Screening 1											1
Customer Service 1 1	2			4				1			11
Customer Service - Others		1									1
Customer Service - TSO 1 1	2	1		4				1			10
Locks 1			1								2
Locks - Missing or Damaged Lock 1			1								2
Lost and Found 1											1
Lost and Found - Airport/TSA 1											1
Mishandling of Passenger Property 1		1		1			1				4
Mishandling of Passenger Property - Damaged/Missii 1		1		1			1				4
Patdown 1 1	2	2	1	1							8
Patdown - Flyer 1 1	2	2	1	1							8
Property - Special Handling 1	1	1	1	1				1		2	8
Property - Special Handling - Damaged Items - Checked			1							1	2
Property - Special Handling - Missing Items - Checke 1	1	1		1				1		1	6
Screening 1	2	1								1	5
Screening - Crew Member or Airline Employee		1									1
Screening - Procedures/Process	2									1	3
Screening - Security Breach 1											1
2021 2 2	1	4	1	1	3	3	6	5	6	4	38
Civil Rights							1		1		2
Civil Rights - Constitutional Rights							1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1		1
Customer Service 1 1	1					1	3	2		2	11
Customer Service - TSO 1 1	1					1	3	2		2	11
Expedited Passenger Screening Program		1				2	<u> </u>		2		6
Expedited Passenger Screening Program - TSA Application Prog	ram					1					1
Expedited Passenger Screening Program - TSA PreCheck		1				1			2	1	5
Mishandling of Passenger Property 1		1		1	1	1				1	4
Mishandling of Passenger Property - Dam 1		1		1	1						4
Patdown		ı		1	1			1	2		4
Patdown - Flyer					1			1	2		3
Patdown - Flyer  Patdown - Flyer as Observer					1			1	2		1
•											
Persons w/ Disabilities (PWD)					1				1		2
Persons w/ Disabilities (PWD) - General		_			1				1		2
Property - Special Handling 1		2					1	2		1	7
Property - Special Handling - Damaged Items - Carry-On								1		1	2
Property - Special Handling - Damaged Items - Checked		2						1			3
Property - Special Handling - Missing Items - Checke 1							1				2
Screening			1				1				2
Screening - Procedures/Process			1				1				2
2022 5 1	8		14								36
Civil Rights 1	2		1								4
	1		1								3
Civil Rights - Racial Profiling or Discrimina 1											1
Civil Rights - Racial Profiling or Discrimin 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1										6
	1 1	2	2								
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 1	1	2									
Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 2 1	1	2	2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 2 1 Expedited Passenger Screening Program - Active Duty Military	1 1 5	2	2								6 18 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 2 1 Expedited Passenger Screening Program - Active Duty Military Expedited Passenger Screening Program - TSA Application Prog	1 1 5	2 3 1	7								6 18 1 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender  Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 2 1 Expedited Passenger Screening Program - Active Duty Military Expedited Passenger Screening Program - TSA Application Prog Expedited Passenger Screening Program 2 1	1 1 5	2 3 1 1 1	7								6 18 1 1 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender  Customer Service 1 Customer Service - TSO 1 Expedited Passenger Screening Program 2 1 Expedited Passenger Screening Program - Active Duty Military Expedited Passenger Screening Program - TSA Application Prog Expedited Passenger Screening Program 2 1 No Jurisdiction	1 1 5	2 3 1 1 1 1	7								6 18 1 1 16 2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender Customer Service 1 Customer Service 1 Expedited Passenger Screening Program 2 1 Expedited Passenger Screening Program - Active Duty Military Expedited Passenger Screening Program - TSA Application Program Expedited Passenger Screening Program 2 1	1 1 5	2 3 1 1 1	7								6 18 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown				1	1								2
Patdown - Flyer				1									1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling					1								1
Property - Special Handling - Damaged Ite	ems - Carry	-On			1								1
Screening	1				1								2
Screening - Procedures/Process	1				1								2

gories	10-Oct 11	-Nov 1	2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
K	5	7	3	3	5	5	5	4		6			- 1011
2019	3	,	3	2	1	1	3	1		3			
					1								
Customer Service											1		
Customer Service - TSO											1		
Lost and Found				1									
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property				1		1	1		1	1		2	
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsChec	ked Bag	1		1	1		1	1		2	
Patdown							2					1	
Patdown - Flyer							2					1	
Persons w/ Disabilities (PWD)									1		1		
Persons w/ Disabilities (PWD) - Medical D	evices Attach	ad to the R	ody						1				
. ,			ouy						- 1				
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trat	ıma)									1		
Property - Special Handling										2		2	
Property - Special Handling - Damaged Ite												2	
Property - Special Handling - Missing Item	s - Carry-On									1			
Property - Special Handling - Missing Item	s - Checked									1			
Screening					1			1				1	
Screening - Inconsistency												1	
Screening - Procedures/Process					1			1					
2020		3			1	3		2				1	
Civil Rights		,						1				<u>_</u>	
•	41												
Civil Rights - Racial Profiling or Discrimina	tion							1					
Customer Service		1			1	1							
Customer Service - TSO		1			1	1							
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsChec	ked Bagga	ge		1							
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on or	Checked									1	
Patdown		1											
Patdown - Flyer		1											
Property - Special Handling		1						1					
Property - Special Handling - Missing Item	c Chooko	1						1					
	s - Checke	ı				4		ı					
Screening						1							
Screening - Crew Member or Airline Emplo						1							
2021	2	2			1	1	2	1		3			
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program							1			1	1	2	
Expedited Passenger Screening Program	TSA PreCheck	<					1			1	1	2	
Identification (ID) Requirements										1			
Identification (ID) Requirements - Domesti	2									1			
Mishandling of Passenger Property						1							
	and/Minning Ite	ome Corn	on Luggoo										
Mishandling of Passenger Property - Dama	aged/Missing Ite	emscarry	-on Luggaç	je		1							
No Jurisdiction								1					
No Jurisdiction - No Referral								1					
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - General					1								
Property - Special Handling	1	2					1						
Property - Special Handling - Damaged Ite	ms - Checked						1						
Property - Special Handling - Missing Item		1											
	o - Carry-U												
Property - Special Handling - Missing Item	1	1											
Screening	1												
Screening - Traveling with Cash	1												
2022	3	2	3	1	2								
Customer Service	1			1									
Customer Service - TSO	1			1									
	2	2	2		2								
Expedited Passenger Screening Program 1		_	_		_								
Expedited Passenger Screening Program		2											
Expedited Passenger Screening Program	- TSA Appl	2	_		_								
		2	2		2								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDB		1											1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

			I SA CUIILA	i center (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC	3		1	1		1	1	1				1	9
2019							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2020	2												2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
2021	1					1		1				1	4
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	heck				1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1					1
Screening - Procedures/Process								1					1
2022			1	1									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram	1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	1										1

				0. 00 (	100) Data		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDV	1				1			2				1	5
2019								2					2
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Carry-on Lug	ggage				1					1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Ba	ggage				1					1
2020	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Checke	d										1	1
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1

			I SA COIILA	ci center (	ICC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEC		3	1		2		2		1				9
2019					1		2						3
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage	1								1
Screening							1						1
Screening - Procedures/Process							1						1
2020					1								1
Screening					1								1
Screening - Procedures/Process					1								1
2021									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA PreC	heck							1				1
2022		3	1										4
Civil Rights		1											1
Civil Rights - Age		1											1
Persons w/ Disabilities (PWD)		2	1										3
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1											1

			IOA COIIta	ct Octitor (	oo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEZ	1			1	1	1							4
2019					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)				1								1
2020				1		1							2
Human Capital						1							1
Human Capital - Current Employee						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	1									1
2022	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

			SA Conta	ot Genter (1	CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CGI	1	1		1		1		1		1		1	7
2019						1		1					2
Civil Rights						1		1					2
Civil Rights - Racial Profiling or Discrimina	ation					1		1					2
2020	1	1								1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage						1			1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Iten	ns - Checke	1											1
2021				1								1	2
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	1									1

Categories	10-Oct 1		Contact Ce	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-				-Jan 7			•						
CHA 2019	9	10	10	2	6	6	7	7	8 4	9	6	6 2	9 <sup>.</sup> 2:
Customer Service				1		1	4	,	1	1	3	1	2.
Customer Service - TSO				1		1			1	1		1	
				- 1		1	4	0	1	ı		I	
Mishandling of Passenger Property		Itaria Carri		_			1	2			2		
Mishandling of Passenger Property - Dam								1			1		
Mishandling of Passenger Property - Dam	aged/iviissing	itemsCnec	кес ваддад	е			1	1			1		
Patdown								1	2				
Patdown - Flyer								1	2				
Persons w/ Disabilities (PWD)						1	1			1			
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts					1						
Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler	Equipment				1							
Property - Special Handling						1	1		1				
Property - Special Handling - Damaged Ite	ems - Carry-O	n				1							
Property - Special Handling - Missing Item							1		1				
Screening				1			1				1	1	
Screening - Procedures/Process				1								1	
Screening - Security Breach				•			1				1		
2020	2	4	1		2		1	1	1	1	2		19
Civil Rights	1	4	ı				1	1	1	1			11
•							1			ļ			
Civil Rights - Hair Patdowns	1												
Civil Rights - Racial Profiling or Discrimina	ation				4		1			1			
Customer Service		1			1						1		
Customer Service - TSO		1			1						1		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Notice of Violation/Civil Penalties									1				
Notice of Violation/Civil Penalties - General	al								1				
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Internal M	ledical Dev	1											
Persons w/ Disabilities (PWD) - Touch Av													
Property - Special Handling	·	1			1			1					
Property - Special Handling - Damaged Ite	ems - Checl	1			'			1					
Property - Special Handling - Missing Item		'			1			'					
	is - Checked		1		1								
Screening													
Screening - Procedures/Process		_	1			•		•	•				
2021	1	1				3	2	3	3	6	1	4	2
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transger								1				
Customer Service		1								1			
Customer Service - TSO		1								1			
Expedited Passenger Screening Program						2		2	2	4	1	3	1
Expedited Passenger Screening Program	<ul> <li>TSA PreChe</li> </ul>	eck				2		2	2	4	1	3	1
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Baggag	е		1							
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sha	arp Objects					1						
Property - Special Handling	1						1	1					
Property - Special Handling - Damaged Ite	1						1	1					
Screening	·									1		1	
Screening - Procedures/Process										1		1	
2022	6	5	9	5	4							1	2
Customer Service	1	1	2	,	•								
Customer Service - TSO	1	1	2										
				2	A								
Expedited Passenger Screening Program	DoD 2	4	6	3	4								1
Expedited Passenger Screening Program			•	_	1								
Expedited Passenger Screening Program	2	4	6	3	3								1
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility [	1												
				2									
Property - Special Handling													
Property - Special Handling Property - Special Handling - Damaged Ite		n		1									
Property - Special Handling		n		1									
Property - Special Handling Property - Special Handling - Damaged Ite		n	1										
Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	ns - Carry-On	n	1										

<u></u>			TSA Cor	ntact Center	(TCC) Dat	a Tool - FOI	<b>A</b>						
Categories		11-Nov	12-De	c 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СНО	12	7	7			1 3				11	10	8	97
2019					5	2 2			1	4		4	30
Civil Rights						1	1				1		3
Civil Rights - Screening of Religious Cultu			ems								1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder				1	1						2
Customer Service					2	1				1			4
Customer Service - TSO					2	1				1			4
Mishandling of Passenger Property							1			2		1	4
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	Checked				1			2		1	4
Patdown					1	1		1	1				4
Patdown - Flyer					1	1		1	1				4
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	reast Ca	ncer									1	
Property - Special Handling					2			1			2		
Property - Special Handling - Damaged Ite		1			1						1		2
Property - Special Handling - Missing Item	ns - Checked				1			1			1		
Screening						1				1	2	2	(
Screening - Inconsistency							1						1
Screening - Procedures/Process						1	1	1		1	2	2	3
2020	2	4			3	2				2	2	2	20
Civil Rights				1									1
Civil Rights - Constitutional Rights				1		4							
Customer Service		1				1				1			3
Customer Service - TSO		1				1				1			3
Locks	1												
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	100	1								1			
Mishandling of Passenger Property - Dam	naged/Missii I	1								1			2
Patdown				1									1
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Mobility D		1											
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr					1							
Property - Special Handling		1			3						2	1	7
Property - Special Handling - Damaged Ite		1											1
Property - Special Handling - Damaged Ite		1			_						1		
Property - Special Handling - Missing Item	ns - Checked				3						1	1	5
Screening	1			1								1	3
Screening - Procedures/Process	1			1						_		1	3
2021	4			2		1 1	1	1	5	5	3	2	25
Civil Rights										1			1
Civil Rights - Transgender Screening				4					0	1	-		1
Customer Service				1					2		1		4
Customer Service - TCC				1					0		-		1
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	TO 4 D O								1	2		1	
Expedited Passenger Screening Program	- TSA PreChe	ck							1	2	1	1	
Identification (ID) Requirements	<u> </u>											1	1
Identification (ID) Requirements - Domest												1	
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Disa	1					1							2
Patdown Flyer						1				1			
Patdown - Flyer						4				1			
Patdown - General						1							
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes				4				1	4	-			1
Property - Special Handling	2			1					1	1			5
Property - Special Handling - Damaged Ite		1		4									1
Property - Special Handling - Damaged Ite		ı		1					1				2
Property - Special Handling - Missing Item										1			2
Screening	1						1		1		1		4
Screening - Crew Member or Airline Empl									1				1
Screening - Procedures/Process	1	_		•	-	^	1				1		3
2022	6	3		2	5	6							22
Civil Rights		1											1
Civil Rights - Age		1			1								1
Customer Service - TSO					1								2
Customer Service - TSO	4	1			1	6							2
Expedited Passenger Screening Program	4	1		1	3	6							15
Expedited Passenger Screening Program				4	2	0							1
Expedited Passenger Screening Program		1			3	6							14
Patdown	1			1									2
													2
Patdown - Flyer	1			1	4								
Patdown - Flyer Screening	1				1								2
Patdown - Flyer					1								2 1 1

CHS 2019 Civil Rights Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- No Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/: Property - Special Handling Property - Special Handling	at Transgen  ad/Missing id/Missing ided Items—deliment cessary Me	ItemsC	Checked I	Baç ed Luggag	52 8 1 1 1 1 1 1	02-Feb (36 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	24 9	32 20 3 3 3 2 2	34 14 2 1 1 1 1 1	06-Jun 27 11	27 16	2 2 2 1 1 1	09-Sep 48 15	Total  441 108 3 1 1 1 9 9 9 9
Civil Rights Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/: Property - Special Handling Property - Special Handling	n ot Transgen od Missing od Missing od Items—deliment cessary Me	der ItemsC	Checked I	Baç ed Luggag	1 1 1 1 1 1 1 1	1	1 1 3	3 3 2 2	14 2 1 1 1 1 1		2 2 2	12 1 1 2 2 2	15	108 3 1 1 1 1 9 9
Civil Rights  Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Transgender Screening Customer Service  Customer Service - TSO Locks  Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	od/Missing idd/Missing idd/Mis	ItemsC	Jnspecifie	ed Luggag	1 1 1 1 1	1	1 1	3 3 2 2	1 1 1 1 1	11	2 2 2	1 1 2 2 1	1	3 1 1 1 1 9 9
Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity- Not Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Seponder - Special Handling Property - Special Handling Property - Special Handling	od/Missing idd/Missing idd/Mis	ItemsC	Jnspecifie	ed Luggag	1 1 1 1		3	3 2 2	1 1 1 1		2	2 2 1		1 1 1 9 9
Civil Rights - Sex/Gender/Gender Identity- No Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impatersons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	od/Missing idd/Missing idd/Mis	ItemsC	Jnspecifie	ed Luggag	1 1 1 1		3	3 2 2	1 1 1		2	2 2 1		1 1 9 9
Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	ad/Missing ind/Missing id/Missing ired Items0	ItemsC	Jnspecifie	ed Luggag	1 1 1 1		3	3 2 2	1 1 1		2	2 1		1 9 9
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1 1 1 1		3	3 2 2	1 1 1		2	2 1		9 9
Customer Service - TSO  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Damage  Mishandling of Passenger Property - Damage  Mishandling of Passenger Property - Disarray  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Hearing Impa  Persons w/ Disabilities (PWD) - Metal Implan  Persons w/ Disabilities (PWD) - Wheelchair/:  Property - Special Handling  Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1 1 1 1		3	3 2 2	1		2	2 1		9
Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Damage  Mishandling of Passenger Property - Damage  Mishandling of Passenger Property - Disarray  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Hearing Impa  Persons w/ Disabilities (PWD) - Medically Ne  Persons w/ Disabilities (PWD) - Metal Implan  Persons w/ Disabilities (PWD) - Wheelchair/ Seption - Special Handling  Property - Special Handling  Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1 1 1 1	1	3	2	1		2	1		9
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1 1 1 1		3	2						
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically patents with Persons w/ Disabilities (PWD) - Medically patents with Disabilities (PWD) - Wetel Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1 1 1 1		3					1		
Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Hearing Impa  Persons w/ Disabilities (PWD) - Medically Ne  Persons w/ Disabilities (PWD) - Metal Implan  Persons w/ Disabilities (PWD) - Wheelchair/  Property - Special Handling  Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1 1 1									1
Mishandling of Passenger Property  Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Hearing Impatersons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1									1
Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/: Property - Special Handling Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag	1				3	3	4	4	5	27
Mishandling of Passenger Property - Damage Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ : Property - Special Handling Property - Special Handling - Damaged Items	ed/Missing red Items0 airment cessary Me	temsL	Jnspecifie	ed Luggag			2	3	3	3	4	3	4	24
Mishandling of Passenger Property - Disarray Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	ed Items(				je		3	3	<u> </u>	3	4	1	4	1
Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	airment cessary Me	Sarry-or	TOT CHEC	keu								1	1	
Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	cessary Me				_			1			0			2
Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	cessary Me				2		1	1	2		2	1	1	10
Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	cessary Me				1		1	1	1		2	1	1	8
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	cessary Me				4				1					1
Persons w/ Disabilities (PWD) - Hearing Impa Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	cessary Me				1						4			1
Persons w/ Disabilities (PWD) - Medically Ne Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items	cessary Me				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Metal Implan Persons w/ Disabilities (PWD) - Wheelchair/ Property - Special Handling Property - Special Handling - Damaged Items					. 12								1	1
Persons w/ Disabilities (PWD) - Wheelchair/ : Property - Special Handling Property - Special Handling - Damaged Items		edication	n and Me	dical Supp	plies		4		1					1
Property - Special Handling Property - Special Handling - Damaged Items	,						1				1		1	3
Property - Special Handling - Damaged Items	Scooter/ Se	egway			1								1	2
	0 -					2	2	8	2	3	2		3	24
December 0 1 1 1 1 1 mm = 1 1 1 1 1 mm							1	1				1		3
Property - Special Handling - Damaged Items						1		1	1	1	2	1	1	8
Property - Special Handling - Missing Items -								2	1					3
Property - Special Handling - Missing Items -	Checked					1	1	4		2			2	10
Request for Assistance											1	1		2
Request for Assistance - Other											1	1		2
Screening					2		1	2	2	5	2		2	16
Screening - Inconsistency					1			1						2
Screening - Procedures/Process					1		1	1	2	4	1		2	12
Screening - Retrieving Abandoned/Confiscate	ed Items									1				1
Screening - Security Breach											1			1
2020	14	10	)	14	19	8	8	1	3	2	5	2	8	94
Civil Rights					1									1
Civil Rights - Racial Profiling or Discrimination	n				1									1
Customer Service	4	2		4	2	2	2	1	1		2		2	22
Customer Service - TSO	4	2		4	2	2	2	1	1		2		2	22
Locks	1	1			1		1							4
Locks - Missing or Damaged Lock	1	1			1		1							4
Mishandling of Passenger Property	2	3		5	1	2	3		1	1	1		2	21
Mishandling of Passenger Property - Damage	d/Missing	temsC	Carry-on I	Luggage									1	1
Mishandling of Passenger Property - Dam	1	2		3	1	2	3		1	1	1		1	16
Mishandling of Passenger Property - Disa	1	1		2										4
Patdown	3	1		2	2	4								12
Patdown - Flyer	3	1		2	1	4								11
Patdown - Flyer as Observer					1									1
Persons w/ Disabilities (PWD)	1				1		1				1			4
Persons w/ Disabilities (PWD) - Mobility Disa	bility (Not \	Wheelch	nair or Sc	ooter)			1				1			2
Persons w/ Disabilities (PWD) - Wheelcha	1				1									2
Property - Special Handling	2			2	7		1		1	1	1	2	1	18
Property - Special Handling - Damaged Items		1			2		1						1	4
Property - Special Handling - Damaged Items				2	1							1		4
Property - Special Handling - Missing Item	1			_	1							'		2
Property - Special Handling - Missing Item	1				3				1	1	1	1		8
Screening	1	3		1	4				- 1	1	1	1	3	12
Screening - Procedures/Process	1	3		1	4								3	12
2021	3	6		3	2	3	7	11	17	14	6	28	25	125
Airline	,	J		-	_		•					20	1	123
Airline - Policy/Regulations/Service													1	1
Civil Rights		1						2	1					4
Civil Rights - Racial Profiling or Discrimination	n	1						1						2
Civil Rights - Sex/Gender/Gender Identity- No									1					1
Civil Rights - Sexual Orientation - Not Transg		au i						1						1
	criuel			2	1	0	1	3				7	1	
Customer Service - Others		3		2	- 1	1	1	3	4			- /	I	24
		3		2	4	1	4	3				7	A	
Customer Service - TSO		3		2	1	1	1	3	4			7	1	23
DHS TRIP														1
DHS TRIP - Status				4								1		1
Expedited Passenger Screening Program	- D			1			3	2	5	8	3	15	17	54
Expedited Passenger Screening Program - Do		e <del></del>					1			1				2
Expedited Passenger Screening Program - TS			gram									1		1
Expedited Passenger Screening Program - TS	SA PreChe	ck		1			2	2	5	7	3	14	17	51
Identification (ID) Requirements									1	1		1		3
Identification (ID) Requirements - Domestic									1	1		1		3
Locks	1													1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property		2			1			1					1	5
Mishandling of Passenger Property - Damage		1												1
Mishandling of Passenger Property - Damage		1			1								1	3
Mishandling of Passenger Property - Disarray	ed Items0	Carry-or	or Chec	ked				1						1
Wishanding of Fassenger Froperty - Disarray	4											1		2

gories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1			V. V			V . 7				1	от сер	
Persons w/ Disabilities (PWD)										1	1		
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Medically	Necessarv	Medication	and Medic	al Supplies							1		
Prohibited & Permitted Items	,			- ''								1	
Prohibited & Permitted Items - Lighters/Ma	atches											1	
Property - Special Handling							1	4	4		2	2	
Property - Special Handling - Damaged Ite	ems - Carry-	On					1	2	1		1	1	
Property - Special Handling - Damaged Ite								1	1			1	
Property - Special Handling - Missing Item									1		1		
Property - Special Handling - Missing Item								1	1				
Screening	1				1	3	2	2	1	2	2	2	
Screening - Inconsistency										1		1	
Screening - Procedures/Process	1				1	2	2	2	1	1		1	
Screening - Retrieving Abandoned/Confise	cated Items					1							
2022	28	23	18	23	22								
Customer Service	3	3	1	1	1								
Customer Service - TSO	3	3	1	1	1								
Expedited Passenger Screening Program	21	17	13	15	20								
Expedited Passenger Screening Program	- Active Du	1											
Expedited Passenger Screening Program	1			1									
Expedited Passenger Screening Program	- TSA Appl	2	2		1								
Expedited Passenger Screening Program	20	14	11	14	19								
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property		2											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Dam	aged/Missir	1											
Persons w/ Disabilities (PWD)	1	1			1								
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1											
Prohibited & Permitted Items	1		1										
Prohibited & Permitted Items - Firearm/An	nmunition		1										
Prohibited & Permitted Items - General	1												
Property - Special Handling	1		1	5									
Property - Special Handling - Damaged Ite	1			3									
Property - Special Handling - Damaged Ite	ems - Check	ed	1	2									
Screening	1		1	2									
Screening - Inconsistency				1									
Screening - Procedures/Process	1		1	1									

Catogorios	10.0-4		A Contact				04 4	0E M	06 1	07 11	00 4	00 0	Total
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	6	11	10	6	10	2	2	4	8	6			78
2019					1		1	2	4	3	1	4	16
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transge</li> </ul>	nder								1			1
Customer Service					1				2				3
Customer Service - TSO					1				2				3
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property								1		1		2	4
Mishandling of Passenger Property - Dam	ı naged/Missing	ItemsChe	cked Bagga	age								2	2
Mishandling of Passenger Property - Dam										1		_	1
Mishandling of Passenger Property - Disa				99494				1					1
Patdown		ourly on o	Oncoroa						1	1		1	3
Patdown - Flyer									1	1		1	3
· · · · · · · · · · · · · · · · · · ·									1	- 1	1	ı	
Property - Special Handling	Charles	_									1		2
Property - Special Handling - Damaged Ite		u							1				
Property - Special Handling - Missing Item	ns - Checked										1		
Screening							1						
Screening - Procedures/Process							1						
2020	3	1	4	1	4	1						1	15
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property			2		2							1	:
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCar	ry-on Lugga	age								1	
Mishandling of Passenger Property - Dam			2		2								4
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medically	ı V Necessarv M	edication a	nd Medic	1									
Property - Special Handling	1	1	1		1	1							
Property - Special Handling - Damaged Ite	ı ems - Checke		1										
Property - Special Handling - Missing Item		1	•		1	1							-
2021		2	1	1	1	1	1	2	4	3	2	5	23
Civil Rights		1							1	J		J	
Civil Rights - Racial Profiling or Discrimina	ation	1							- 1				
									4				
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nuei						4	1				
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program									3	2	2	4	11
Expedited Passenger Screening Program			am						1				
Expedited Passenger Screening Program	- TSA PreChe	eck							2	2	2	4	1
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1				1							
Mishandling of Passenger Property - Dam	naged/Missii	1				1							
No Jurisdiction			1	1									
No Jurisdiction - Refer to CBP				1									
No Jurisdiction - Refer to Other			1										
Patdown								1					
Patdown - Flyer								1					
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	l ems - Carry-∩	n										1	
Screening	 	11			1					1		- '	
Screening - Procedures/Process					1					1			
	•	•	_							1			
2022	3	8	5	4	4								2
Expedited Passenger Screening Program	3	7	5	4	4								2
Expedited Passenger Screening Program		1	1	1									
Expedited Passenger Screening Program	3	6	4	3	4								20
Screening		1											
Screening - Procedures/Process		1											1

			TSA Conta	ct Center (	TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CIU	1		3		2	2	2	1	1		3	2	17
2019					1	1	1	1	1		2	1	
Mishandling of Passenger Property						1	1	1			1	1	
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	Checked Bag	ggage				1			1		- 2
Mishandling of Passenger Property - Dis	sarrayed Items	sCarry-or	or Checke	d		1	1					1	
Property - Special Handling					1				1		1		:
Property - Special Handling - Damaged	Items - Check	ced			1				1				
Property - Special Handling - Missing Ite	ems - Checke	d									1		
2020			3				1						
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property			2										
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	2										
Screening							1						
Screening - Procedures/Process							1						
2021	1					1					1	1	
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dis	sarrayed Items	sCarry-or	or Checke	d							1		
Property - Special Handling												1	
Property - Special Handling - Missing Ite	ems - Checke	d										1	
Screening	1												
Screening - Procedures/Process	1												
2022					1								
Property - Special Handling					1								
Property - Special Handling - Damaged	Items - Check	ced			1								

			ISA Conta	ct Center (	icc) Data	1001 - FUI <i>P</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СКВ	1	1			2	2	1	1		1		1	10
2019					1		1			1		1	4
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage								1	1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies	1								1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Ite	ems - Checl	ked					1			1			2
2020	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
2021						2		1					3
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program	- TSA PreC	Check				1		1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d		1							1
2022		1			1								2
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program	- TSA PreC	1			1								2

Categories         10-Oct         11-Nov         12-Dec         01-Jan           CLE         77         73         93         100           2019         21           Civil Rights         2         2           Civil Rights - Hair Patdowns         5         5           Civil Rights - Headwear         5         5           Civil Rights - Racial Profiling or Discrimination         1	02-Feb								
2019         21           Civil Rights         2           Civil Rights - Hair Patdowns         2           Civil Rights - Headwear         Civil Rights - Racial Profiling or Discrimination         1		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights 2 Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimination 1	126	36	45	63	65	82	70	72	902
Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimination 1	13	15	25	40	30	27	23	18	212
Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimination 1	2		1	2	2	2			11
Civil Rights - Racial Profiling or Discrimination 1	1								1
Civil Rights - Racial Profiling or Discrimination 1	1								1
			1	2	2	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1				_					1
Civil Rights - Transgender Screening						1			1
Customer Service	3	3	6	12	2	2	5	3	36
Customer Service - TSO									
	3	3	6	12	2	2	5		36
Locks		1	2		1	1	1	3	9
Locks - Missing or Damaged Lock		1	2		1	1	1	3	9
Lost and Found			1		1				2
Lost and Found - Airport/TSA			1		1				2
Mishandling of Passenger Property 9	1	2	5	10	6	8	6	5	52
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage			2	1					3
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 8	1	2	3	9	6	7	4	4	44
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage							1	1	2
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checker 1						1	1		3
Patdown 1	1	2	1	3	2	2	5	1	18
Patdown - Flyer	1	1		3	2	2			14
	'	1	- 1	3			1	<u>'</u>	4
Patdown - Non-Flyer 1			1	0	7	4			
Persons w/ Disabilities (PWD)		2	1	2	7	1		2	15
Persons w/ Disabilities (PWD) - Autism Spectrum					1				1
Persons w/ Disabilities (PWD) - Breast Cancer					2				2
Persons w/ Disabilities (PWD) - General		1							1
Persons w/ Disabilities (PWD) - Hearing Impairment						1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1				1
Persons w/ Disabilities (PWD) - Service Animals					1				1
					- 1			1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		4			4				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1		1	1			1	4
Property - Special Handling 6	5	1	6	7	5	9	5	1	45
Property - Special Handling - Damaged Items - Carry-On 1			1	1	2	3			8
Property - Special Handling - Damaged Items - Checked	1				1	2	2		6
Property - Special Handling - Missing Items - Carry-On	1		1	1	2				5
Property - Special Handling - Missing Items - Checked 5	3	1	4	5		4	3	1	26
Screening 3	1	4	2	4	4	2	1	3	24
Screening - Inconsistency 1									1
Screening - Lengthy Lines		1	1	1	3	1	1		8
Screening - Procedures/Process 2	1	3		3	1	1		2	13
-	· ·							1	1
Screening - Retrieving Abandoned/Confiscated Items			1					· ·	
Screening - Security Breach	10		1	•	4	17	10		1
Screening - Security Breach  2020 18 19 23 14	18	8	3	3	4	17	10		1 153
Screening - Security Breach   2020   18   19   23   14	18	8		3	4	17	1		1 153 2
Screening - Security Breach  2020 18 19 23 14  Civil Rights Civil Rights - Constitutional Rights	18	8	<b>3</b> 1	3	4	17			1 153 2 1
Screening - Security Breach  2020  18 19 23 14  Civil Rights  Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimination			3	3	4		1	16	1 153 2 1 1
Screening - Security Breach  2020 18 19 23 14  Civil Rights  Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimination  Customer Service 2 5 6	18	1	<b>3</b> 1	3	4	<b>17</b>	1	16	1 153 2 1
Screening - Security Breach   2020   18   19   23   14	2		<b>3</b> 1	3	4		1	16	1 153 2 1 1 24 1
Screening - Security Breach  2020 18 19 23 14  Civil Rights  Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimination  Customer Service 2 5 6			<b>3</b> 1	3	4		1 1 5	16	1 153 2 1 1
Screening - Security Breach   2020   18   19   23   14	2	1	<b>3</b> 1	3	4	2	1 1 5	16	1 153 2 1 1 24 1
Screening - Security Breach   2020   18   19   23   14	2	1	<b>3</b> 1	3	4	2	1 1 5	16	1 153 2 1 1 24 1 23
Screening - Security Breach   2020   18   19   23   14	2	1 1 1	<b>3</b> 1	3	4	2	1 1 5	16	1 153 2 1 1 24 1 23 6
Screening - Security Breach   2020   18   19   23   14	2	1 1 1	<b>3</b> 1	3	4	2	1 1 5	16	1 153 2 1 1 24 1 23 6 6 2
Screening - Security Breach   2020   18   19   23   14	2	1 1 1 1	<b>3</b> 1		4	2	1 1 5 5	16	1 153 2 1 1 1 2 4 1 2 3 6 6 6 2 2 2
Screening - Security Breach   2020   18   19   23   14	2 2 5	1 1 1	<b>3</b> 1	3	4	2 2	1 1 5 5	16	1 153 2 1 1 1 24 1 23 6 6 2 2 2 33
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2	1 1 1 1 4	<b>3</b> 1	1	4	2 2 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5
Screening - Security Breach   2020   18   19   23   14	2 2 5 2 2	1 1 1 1	<b>3</b> 1		4	2 2	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 2 2 2 33 5 5 21
Screening - Security Breach   2020   18   19   23   14	2 2 5 2 2 2	1 1 1 1 4	<b>3</b> 1	1	4	2 2 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 3 5 21 7
Screening - Security Breach   2020	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	4	2 2 1	1 1 5 5	16	1 153 2 1 1 1 24 1 23 6 6 6 2 2 2 33 5 5 21 7 5
Screening - Security Breach   2020   18   19   23   14	2 2 5 2 2 2	1 1 1 1 4	<b>3</b> 1	1		2 2 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 2 2 2 33 5 21 7 5 5
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 21 7 5 5 7
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1		2 2 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 21 7 5 5 7 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1		2 2 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 21 7 5 5 7
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1		2 2 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 21 7 5 5 7 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1		2 2 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 21 7 5 5 7 1 1 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 2 2 33 5 5 21 7 5 5 7 1 1 1 1 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 2 2 33 5 21 7 5 5 7 1 1 1 1
Screening - Security Breach  2020 18 18 19 23 14  Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimination  Customer Service 2 5 6 Customer Service 12 5 6 Customer Service - Others 1 Customer Service - TSO 2 4 6 Locks 1 2 1 1  Locks - Missing or Damaged Lock 1 2 1 1  Lost and Found 2 2 1 1  Lost and Found - Airport/TSA 2 2  Mishandling of Passenger Property 4 2 7 4  Mishandling of Passenger Property - Damaged/Missin 1 1  Mishandling of Passenger Property - Dam 3 1 5 1  Mishandling of Passenger Property - Dam 3 1 5 1  Mishandling of Passenger Property - Disa 1 2 2  Patdown Flyer 1 1 1  Persons w/ Disabilities (PWD) - Breast Cancer 1  Persons w/ Disabilities (PWD) - General Not 1  Persons w/ Disabilities (PWD) - General 1  Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 2 2 2 33 5 5 21 7 5 5 7 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 21 7 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2020 18 19 23 14  Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimination  Customer Service 2 5 6  Customer Service 1 1  Customer Service 2 4 6  Customer Service 1 2 1 1  Customer Service - Others 1 2 1 1  Locks 1 2 1 1  Locks 1 2 1 1  Lost and Found 2 1 2 1 1  Lost and Found 2 2 5  Mishandling of Passenger Property 4 2 7 4  Mishandling of Passenger Property 4 2 7 4  Mishandling of Passenger Property - Damaged/Missi 1 1 1  Mishandling of Passenger Property - Damaged/Missi 1 1 1  Mishandling of Passenger Property - Damaged/Missi 1 1 1  Mishandling of Passenger Property - Damaged/Missi 1 1 1  Mishandling of Passenger Property - Damaged/Missi 1 1 1  Patdown - Flyer 1 1 2 2 2  Patdown Patdown - Flyer 1 1 1  Persons w/ Disabilities (PWD) 1 2 2 1  Persons w/ Disabilities (PWD) - Breast Cancer 1  Persons w/ Disabilities (PWD) - Breast Cancer 1  Persons w/ Disabilities (PWD) - General Not 1  Persons w/ Disabilities (PWD) - General 1  Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelcha 1  Prohibited & Permitted Items Prohibited & Permitted Items - General	2 2 5 2 2 1 3 3	1 1 1 1 4	3 1	1	2	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5	16	1 153 2 1 1 24 1 23 6 6 2 2 33 5 5 21 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 5 2 2 1 3	1 1 1 1 4	<b>3</b> 1	1	2	2 2 1 1 1 1 1 1 1	1 1 5 5	16 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 6 2 2 2 3 3 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3 3	1 1 1 1 4	3 1 1	1	2	2 2 1 1 1 1 1 1 1 8 8	1 1 5 5 5	16	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 21 7 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3	1 1 1 1 4	2	1	2	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 5	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 21 7 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 5 2 2 1 3 3 3	1 1 1 1 4	3 1 1	1	2 1 1 2	2 2 1 1 1 1 1 8 3	1 1 5 5 5	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 2 5 2 2 1 3 3 3	1 1 1 1 1	2	1	2	2 2 1 1 1 1 1 1 1 8 8	1 1 5 5 5	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 5 2 2 1 3 3 3	1 1 1 1 1	2	1	2 1 1 2	2 2 1 1 1 1 1 8 3	1 1 5 5 5	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 2 5 2 2 1 3 3 3	1 1 1 1 1	2	1	2 1 1 2	2 2 1 1 1 1 1 8 3	1 1 5 5 5	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 2 2 2 33 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 1 3 3 3 3	1 1 1 1 1	2	1	2 1 1 2	2 2 1 1 1 1 1 8 3	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 6 2 2 33 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3 3	1 1 1 1 4 4 4	2	1 1	2 1 1 2	2 2 1 1 1 1 1 8 3	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 4 3 1	1 153 2 1 1 24 1 23 6 6 2 33 5 21 7 5 7 1 1 1 1 1 1 1 46 4 10 3 29 1 1
Screening - Security Breach   2020   18   19   23   14	2 2 5 2 1 3 3 3 3	1 1 1 1 4 4 4	2	1 1	2 1 1 2	2 2 1 1 1 1 1 8 3	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 4 3 1	1 1 1 2 4 1 2 3 6 6 6 2 2 2 3 3 3 5 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3 3 3	1 1 1 1 4 4 4	2	1 1	2 1 1 2	2 2 1 1 1 1 1 1 8 3 5	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 4 3 1	1 1 1 2 4 1 2 3 6 6 6 6 2 2 2 3 3 3 5 5 2 1 1 7 7 5 5 7 7 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3 3 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2	1 1 2	2 1 1 2	2 2 1 1 1 1 1 8 3 5	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 3 1 1 9 1 1 7	1 1 1 2 4 1 2 3 3 5 2 1 1 7 5 5 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3 3	1 1 1 1 4 4 4	2	1 1	2 1 1 2	2 2 1 1 1 1 1 1 8 3 5	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 3 1 1 9 1 1 7	1 153 2 1 1 24 1 23 6 6 6 2 2 333 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach   2020	2 2 5 2 2 1 3 3 3 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2	1 1 2	2 1 1 2	2 2 1 1 1 1 1 8 3 5	1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 1 4 3 1 1 1 7	1 1 1 2 4 1 2 3 3 5 2 1 1 7 5 5 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1

							Tool - FOIA							
Categorie		10-Oct 1	1-Nov 1	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Civil Rights				1			1	1	1	1		1	(
	Civil Rights - Civil Rights Violation (TSA E	Employee)						1						
	Civil Rights - National Origin								1					
	Civil Rights - Racial Profiling or Discrimina									1	1		1	
	Civil Rights - Sex/Gender/Gender Identity		der		1									
	Customer Service	2		5	1	1	3	1	3	9	7	3	2	37
	Customer Service - Others					1								
	Customer Service - TSO	2		5	1		3		3	9	7	3	2	36
	Expedited Passenger Screening Program	TCA Ameliana	: D	_	1	3	4	9	12	11	21	25	33	119
	Expedited Passenger Screening Program Expedited Passenger Screening Program			n	1	1 2	4	0	1	2	24	1	20	441
	1 0 0			Ont In		2	4	9	11	9	21	24	32	112
	Expedited Passenger Screening Program	I - I SAVDITS EII	ipioyees - C	эрг ш			1						1	
	Identification (ID) Requirements Identification (ID) Requirements - Domest	ļ					1							
	Lost and Found	iic	1				1							
	Lost and Found - Airport/TSA		1											
	Mishandling of Passenger Property	2	3		1	3		1		2	1	1		
	Mishandling of Passenger Property - Dam		1		'	1		1		1	- 1	ı		14
	Mishandling of Passenger Property - Dam		2		1			- 1		1	1			
				Chaalrad						1	- 1	- 1		
	Mishandling of Passenger Property - Disa	irrayed itemst	arry-on or	Checked	4							1		
	No Jurisdiction				1							1		
	No Jurisdiction - Refer to CBP											1		
	No Jurisdiction - Refer to Other				1					.4				
	Patdown									1	3	1	1	
	Patdown - Flyer									1	3		1	
	Persons w/ Disabilities (PWD)	N		1						1		1		
	Persons w/ Disabilities (PWD) - Cancer (g		east Cancel	r								1		
	Persons w/ Disabilities (PWD) - Hearing I									1				
	Persons w/ Disabilities (PWD) - Mobility [	الsability (Not V)	Vheelch	1										
	Prohibited & Permitted Items	I									1			
	Prohibited & Permitted Items - Chemical/h	Household Prod	lucts								1			
	Property - Special Handling	4				1	3	3	4	3	2	1		2
	Property - Special Handling - Damaged It							1	2	1		1		
	Property - Special Handling - Damaged It						2	1			1			
	Property - Special Handling - Missing Iten							1	2	2	1			
	Property - Special Handling - Missing Iten	4				1	1							
	Screening	1	3	1	4	2	2	2		3	2	4	1	2
	Screening - Crew Member or Airline Empl	loyee		1										
	Screening - Inconsistency					1						1		
	Screening - Lengthy Lines										1			
	Screening - Procedures/Process	1	3		4	1	2	2		3	1	3	1	2
202		50	47	63	56	85								30
	Airline			1	1									2
	Airline - Policy/Regulations/Service			1	1									2
	Civil Rights		1	2										
	Civil Rights - National Origin			1										
	Civil Rights - Racial Profiling or Discrimina	ation	1	1										
	Claims				1									
	Claims - General				1									
	Customer Service	4	4	4	2	2								1
	Customer Service - TSO	4	4	4	2	2								1
	Expedited Passenger Screening Program	34	36	51	47	77								24
	Expedited Passenger Screening Program	1	7	3	4	2								1
	Expedited Passenger Screening Program		29	47	43	75								22
	Expedited Passenger Screening Program		nployees	1										
	Identification (ID) Requirements	1												
	Identification (ID) Requirements - ID Matc	1												
	Locks	1												
	Locks - General	1												
	Mishandling of Passenger Property	· ·		1	1									
	Mishandling of Passenger Property - Dam	i naged/Missing I	temsC	1	'									
	Mishandling of Passenger Property - Disa				1									
	Patdown	2	1	1	'									
			1	1										
		2	1											
	Patdown - Flyer	2	ı		2									
	Patdown - Flyer Persons w/ Disabilities (PWD)	2		1	2									
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M	2 Medical Devices			2									
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	2 Medical Devices 1			1									
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	2 Medical Devices 1 plants (joint)												
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch	2 Medical Devices 1 plants (joint)	3	1	1									
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelchi Property - Special Handling	2 Medical Devices 1 plants (joint) 1 2	3		1									
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged It	2 Medical Devices 1 plants (joint) 1 2	3	1	1									
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	2 Medical Devices 1 plants (joint) 1 2 1 1	3 1	1 1 1	1	2								
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	2 Medical Devices 1 plants (joint) 1 2 1 1 1 ns - Checke	3 1	1 1 1	1	2								
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	2 Medical Devices 1 plants (joint) 1 2 1 1	3 1	1 1 1	1 1	2								1
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	2 Medical Devices 1 plants (joint) 1 2 1 1 1 ns - Checke	3 1	1 1 1	1	2 2 4								1
	Patdown - Flyer Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines	2 Medical Devices 1 plants (joint) 1 2 1 1 1 1 ns - Checke	3 1 2 2 1	1 1 1	1 1	2 2 4								11
	Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch: Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	2 Medical Devices 1 plants (joint) 2 1 1 1 1 1 ns - Checke 4	3 1	1 1 1	1 1	2 2 4								11 11 11 11 11 11 11 11 11 11 11 11 11

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLL	2	3		3	2	1			4	1		4	20
2019									2				2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dai	maged/Missir	ng ItemsC	hecked Bag	ggage					1				1
Screening									1				1
Screening - Procedures/Process									1				1
2020	1			1	2				1			2	7
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - FI	yer								1				1
Customer Service												1	1
Customer Service - TSO												1	1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling					1								1
Property - Special Handling - Missing Ite	ms - Checked	d			1								1
Screening	1			1								1	3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1											1	2
2021		1		1		1			1	1		2	7
Civil Rights									1			1	2
Civil Rights - Racial Profiling or Discriming												1	1
Civil Rights - Screening of Religious Cult	tural and Cere	emonial Ite	ms						1				1
Expedited Passenger Screening Program						1						1	2
Expedited Passenger Screening Program			gram			1							1
Expedited Passenger Screening Program	n <sub>.</sub> - TSA PreC	heck										1	1
Screening		1		1						1			3
Screening - Procedures/Process		1		1						1			3
2022	1	2		1									4
Civil Rights	1												1
Civil Rights - Constitutional Rights	1												1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	n - TSA PreC	1											1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/To	ools/Razors/S	1											1
Screening				1									1
Screening - Procedures/Process				1									1

Categories	40.0=4		TSA Contac		-			05 Mar.	00 1	07 1	00 4	00.0	Tatal
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	169	139	164	182	196	97	82	128	140	167	172		1,767
2019				33	40	39	50	72	67	73	61		482
Civil Rights				2	1	2		4	5	5	3	2	24
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin					1			1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimina				2		1		1	3	3	1	1	12
Civil Rights - Sex/Gender/Gender Identity		nder				1				2	2	1	6
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Customer Service				5	7	10	7	9	9	12	15		81
Customer Service - Others						1						1	2
Customer Service - TSO				5	7	9	7	9	9	12	15	6	79
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domest	IC						1						1
Locks					2	1	4		3	2	2	2	16
Locks - General										1			1
Locks - Missing or Damaged Lock					2	1	4		3	1	2	2	15
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				9	8	8	13	16	15	15	12	11	107
Mishandling of Passenger Property - Dam							3	1	1		1		6
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Baç	9	7	8	9	13	13	14	9	8	90
Mishandling of Passenger Property - Dam	aged/Missing	ItemsU	nspecified L	uggage	1								1
Mishandling of Passenger Property - Disa	rrayed Items	-Carry-on	or Checked	l			1	2	1	1	2	3	10
Patdown				1	2	2	1	3	4	3		3	19
Patdown - Flyer				1	2	2	1	3	2	3		3	17
Patdown - Flyer as Observer									2				2
Persons w/ Disabilities (PWD)					3	2	5	5	5	3	6	1	30
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1				1
Persons w/ Disabilities (PWD) - Cancer (g		Breast Ca	ncer		1				1				2
Persons w/ Disabilities (PWD) - Cognitive											2		2
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General								1				1	2
Persons w/ Disabilities (PWD) - Medical D	i Devices - Atta	ched to th	ne Body					1					1
Persons w/ Disabilities (PWD) - Medically				al Supplies	1			'			1		2
Persons w/ Disabilities (PWD) - Metal Imp		.ou.ou.o.	· ana moano	ar ouppiioo			1						1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoote	er)		2	1	1	1		1		6
Persons w/ Disabilities (PWD) - Ostomy/0		***************************************	uii 01 0000tt	01)			'	1			'		1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts						'	1				1
Persons w/ Disabilities (PWD) - Touch Av										1	2		3
Persons w/ Disabilities (PWD) - Wheelcha					1			1	1	2			5
Persons w/ Disabilities (PWD) - Wounded		ocgway			1		1	1	- 1	2			1
Prohibited & Permitted Items	vanio						- '					1	1
Prohibited & Permitted Items - Alcohol and	d Tobooo											1	1
Property - Special Handling	1 TODACCO			8	11	9	9	19	11	18	6		100
Property - Special Handling - Damaged Ite	ome Corny (	)n		1	- 11	1	2	19	1	10	0	9	7
Property - Special Handling - Damaged Ite				7	2	4		6	5	6	2	1	
		ea		- /	3	1	3	2	3	0	3		38
Property - Special Handling - Missing Item					2		4		2	4.4		6	11
Property - Special Handling - Missing Item	is - Checked			0	6	3	4	10		11	2		44
Screening				8	6	5	10	16	14	15 1	17 1	11	102
Screening - Inconsistency				-	4				0				4
Screening - Lengthy Lines				1	1	1		1	3	5	1	_	13
Screening - Procedures/Process				6	4	4	10	15	11	8	14		79
Screening - Retrieving Abandoned/Confis	cated Items									1	1		2
Screening - Security Breach				1	1		_					2	4
2020	60	39		68	55	28	5	9	11	28	32		433
Civil Rights	3	4		1	1	1		1	1	2	1	3	18
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina		1		1		1			1	2		1	9
Civil Rights - Sex/Gender/Gender Identity		2											2
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Civil Rights - Transgender Screening		1										1	2
Customer Service	11	7	6	11	7	3	1	4	2	7	3	4	66
Customer Service - Others	1		1										2
Customer Service - TSO	10	7	5	11	7	3	1	4	2	7	3	4	64
Locks	6		3	2	1	3					4	1	20
Locks - Missing or Damaged Lock	6		3	2	1	3					4	1	20
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property	14	7	18	20	19	9	2	1	2	6	8	8	114
Mishandling of Passenger Property - Dam	2		1		1					1			5
Mishandling of Passenger Property - Dam	8	6	12	16	16	7	2		1	2	6	8	84
Mishandling of Passenger Property - Dam	aged/Missing	ItemsU	1										1
Mishandling of Passenger Property - Disa	4	1	4	4	2	2		1	1	3	2		24
Patdown	3		1	2						1			7
Patdown - Flyer	2		1	2						1			6
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	2	7	6	5	2			1	1		3	31
Persons w/ Disabilities (PWD) - Autism S				<u> </u>						1		<u> </u>	1
Persons w/ Disabilities (PWD) - Cognitive				1									2
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				3
Persons w/ Disabilities (PWD) - General	1		1	1		'			1			1	4
() 25/10/01													· ·

		TSA	Contact C	enter (TCC	C) Data Too	- FOIA							
Categories		-Nov 12	2-Dec 0	1-Jan 0		3-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically		1			2							1	4
Persons w/ Disabilities (PWD) - Mobility [			3	1	1								7
Persons w/ Disabilities (PWD) - Ostomy/C			4	1									1
Persons w/ Disabilities (PWD) - Prosthesi			1	4		-						1	2
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Touch Av			1	1		1							2
Persons w/ Disabilities (PWD) - Wheelcha		1	1	1	1								4
Property - Special Handling	9	7	13	16	9	4	2	1	4	9	16	9	99
Property - Special Handling - Damaged It		1	1								1		3
Property - Special Handling - Damaged It		3	1	5	4		1		1	2	7	4	30
Property - Special Handling - Missing Iten		1	4	2	1	1		1		3			14
Property - Special Handling - Missing Iten	6	2	7	9	4	3	1		3	4	8	5	52
Screening	10	12	17	9	13	6		2	1	2		4	76
Screening - Inconsistency												1	1
Screening - Lengthy Lines	4	1	5	2				1					13
Screening - Procedures/Process	5	10	11	6	11	5		1	1	2		3	55
Screening - Retrieving Abandoned/Confis	cated Items				1								
Screening - Security Breach	1	1	1	1	1	1							6
2021	31	17	13	17	17	30	27	47	62	66	79	52	458
Airline			1		1	1							3
Airline - Policy/Regulations/Service			1		1	1							3
Civil Rights			1		1	2			2	1	2		9
Civil Rights - Racial Profiling or Discrimina	ation I		1		1	2			2	1	2		9
Claims						1							
Claims - General Customer Service	2	7	6	9	6	2	9	7	7	13	11	2	81
Customer Service - CSM		1	Ū	9	Ü		9	1	/	13	11		81
Customer Service - CSM  Customer Service - Others								1					1
Customer Service - Others  Customer Service - TSO	2	7	6	9	6	2	9	5	7	13	11	2	79
Expedited Passenger Screening Program		- 1	0	3	2	6	4	18	27	32	47	38	174
Expedited Passenger Screening Program	- DoD				_	J	7	10	1	1	1	50	3
Expedited Passenger Screening Program		/lember										1	1
Expedited Passenger Screening Program			1					2	4	1	1	2	10
Expedited Passenger Screening Program					2	6	4	16	22	29	44	35	158
Expedited Passenger Screening Program			pt In							1	1		2
Hazardous Materials Safety							1	1					2
Hazardous Materials Safety - General							1	1					2
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Identification (ID) Requirements								1	3	1	1		6
Identification (ID) Requirements - Domest	ic							1	3	1	1		6
Locks				1		1					1		3
Locks - Missing or Damaged Lock				1		1					1		3
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	7	4	3	1	2	2	3	3	2	2		1	30
Mishandling of Passenger Property - Dam				е		1	1		1			4	3
Mishandling of Passenger Property - Dam	6	4	2	4	2	1	2	1	4	2		1	21
Mishandling of Passenger Property - Disa	1		1	1				2	1		1	0	6
No Jurisdiction  No Jurisdiction - Refer to CBP									2		1	1	5
No Jurisdiction - Refer to Department of S	l State											1	1
No Jurisdiction - Refer to Other	late								2		1	1	3
Patdown					1	1	1			2	3	1	9
Patdown - Flyer					1	1	1			2		1	
Persons w/ Disabilities (PWD)			1	3	1	3	'	3	3	2		1	18
Persons w/ Disabilities (PWD) - Diapers/0	ı Garments/Dressi	ngs/Masks		- 0	'					1	- '		1
Persons w/ Disabilities (PWD) - General		rigo/ividolto	1	1						- '			2
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1		1							2
Persons w/ Disabilities (PWD) - Medical I		ed to the Bo	ody					1		1			2
Persons w/ Disabilities (PWD) - Medically				upplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)											1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	heelchair o	r Scooter)								1		1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees and	Casts				2		1	1				
Persons w/ Disabilities (PWD) - Service A	Animals			1				1					2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ıma)			1								1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	jway							1				1
Prohibited & Permitted Items								1	1	1	2	1	6
Prohibited & Permitted Items - Alcohol an											1	1	2
Prohibited & Permitted Items - Breast Milk	k/Baby Formula/	Breast Pun	пр								1		
Prohibited & Permitted Items - General	L									1			1
Prohibited & Permitted Items - Liquids/Ge								1	1				2
Property - Special Handling	14	2	1		1	7	4	5	5	7	4	3	53
Property - Special Handling - Damaged It		4	4		4	1	1	2	4	1	3	1	13
Property Special Handling - Damaged It		1	1		1	2	4	2	1	2		^	14
Property - Special Handling - Missing Iten		1				1 3	1	4		3	1	2	20
Property - Special Handling - Missing Iten	10 7	1 1		2	2	3 4	5	1 6		5			20
Screening - Inconsistency		4		3	2 1	3	5 1	Ö	9	1	5 3		53 11
Screening - Inconsistency Screening - Lengthy Lines					ı	3	1	2	3	I	3		- 1
Screening - Lengthy Lines Screening - Procedures/Process	7	4		3	1	1	3	4	6	4	2	1	36
TWIC	,	7		J	ı	1	3	1	U	4		1	1
TWIC - General								1					1
2022	78	83	85	64	84								394
Airline					1								1
Airline - Policy/Regulations/Service					1								1

			TSA Conta	ct Center (1	rcc) Data	Tool - FOI	<b>1</b>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	2	1	2		1								
Civil Rights - Racial Profiling or Discrimin	2	1	2										
Civil Rights - Sex/Gender/Gender Identity		ender			1								
Customer Service	9		15	4	3								4
Customer Service - CSM			1										
Customer Service - TSO	9	12	14	4	3								4
Duplicate E-mail	Ŭ	12	1										-
Duplicate E-mail - General			1										
Expedited Passenger Screening Program	44	58		49	68								26
Expedited Passenger Screening Program			-10	1	00								
Expedited Passenger Screening Program		10	2	4	5								2
Expedited Passenger Screening Program		47		44	63								24
Expedited Passenger Screening Program			40	44	00								24
Identification (ID) Requirements	2	1		1									
Identification (ID) Requirements - Domes		1		1									
Locks	1		1	- '									
	1		1										
Locks - Missing or Damaged Lock	2												
Mishandling of Passenger Property													
Mishandling of Passenger Property - Dan													
Mishandling of Passenger Property - Dan													
No Jurisdiction	2	2											
No Jurisdiction - No Referral	1	1											
No Jurisdiction - Refer to CBP		1											
No Jurisdiction - Refer to Other	1												
Patdown	1	1			1								
Patdown - Flyer	1				1								
Patdown - Flyer as Observer		1											
Persons w/ Disabilities (PWD)	5	5		1	1								1
Persons w/ Disabilities (PWD) - Breast C		1											
Persons w/ Disabilities (PWD) - Diabetes		1		1									
Persons w/ Disabilities (PWD) - Hearing		1											
Persons w/ Disabilities (PWD) - Internal N		ces	1										
Persons w/ Disabilities (PWD) - Medical													
Persons w/ Disabilities (PWD) - Medically				al Supplies	1								
Persons w/ Disabilities (PWD) - Mobility I		1											
Persons w/ Disabilities (PWD) - Prosthes													
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Touch Av		/trauma)	1										
Persons w/ Disabilities (PWD) - Wheelch			1										
Prohibited & Permitted Items	2												
Prohibited & Permitted Items - Food/Beve	1												
Prohibited & Permitted Items - Liquids/Ge	1												
Property - Special Handling	1		1	5	5								1
Property - Special Handling - Damaged It	ems - Carry	-On		1	1								
Property - Special Handling - Damaged It	tems - Check	red		1	1								
Property - Special Handling - Missing Iter	ns - Carry-O	n	1		3								
Property - Special Handling - Missing Iter	1			3									
Screening	7	3	13	4	4								3
Screening - Crew Member or Airline Emp	loyee		1										
Screening - Inconsistency	ľ	1	4	1									
Screening - International Screening					1								
Screening - Lengthy Lines	1												
Screening - Procedures/Process	6	2	8	2	2								2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	82	60		72	71	41	32	50	43	54	52	42	673
2019	02			11	17	23	22	23	19	19	18	21	173
Civil Rights				1	••	1	1	1	2	2	2	1	11
Civil Rights - Age				1						_			1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimina	ation							1	2	1	2	1	7
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender					1						1
Civil Rights - Transgender Screening										1			1
Customer Service				2	2	6	4	3	3	2	3	7	32
Customer Service - Others												1	1
Customer Service - TSO				2	2	6	4	3	3	2	3	6	31
Locks					1		3						4
Locks - Missing or Damaged Lock					1		3						4
Mishandling of Passenger Property				2	3	5	2	6	3	5	6	6	38
Mishandling of Passenger Property - Dam										2	2		4
Mishandling of Passenger Property - Dam					3	4	1	4	1	3	3	5	26
Mishandling of Passenger Property - Dam											1		1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Checked	d		1	1	2	2			1	7
Patdown					5	2	2	5	6		1	1	22
Patdown - Children						1							1
Patdown - Flyer					5	1	1	5	5		1	1	19
Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD)				1	3	2	4			3		1	14
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Men	tal Disability	1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal M						1							1
Persons w/ Disabilities (PWD) - Medical [										1			1
Persons w/ Disabilities (PWD) - Medically							2			1			3
Persons w/ Disabilities (PWD) - Mobility D			nair or Scoot	er)	1	1	1					1	4
Persons w/ Disabilities (PWD) - Touch Av					1					1			2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway			1								1
Property - Special Handling				3	2	4	4	6	4	5	3	2	33
Property - Special Handling - Damaged Ite						1			2		1		4
Property - Special Handling - Damaged Ite				1		1	1	2		1	1	1	8
Property - Special Handling - Missing Item											1	1	2
Property - Special Handling - Missing Item	ns - Checked			2		2	3	4	2	4			19
Screening				2		3	2	2	1	2	3	3	19
Screening - Inconsistency					1	1		1					3
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process				2		1	2	1	1	2	3	2	14
2020	36	16		22	25	12	1	6	4	11	10	7	182
Civil Rights	3		2			1					2		8
Civil Rights - National Origin	1		1										1
Civil Rights - Racial Profiling or Discrimina		-4-									1		2
Civil Rights - Screening of Religious or Cu		nts									- 1		1
Civil Rights - Sex/Gender/Gender Identity			1			4							2
Civil Rights - Transgender Screening Customer Service	7		2 4	3	7	1 2		1		3	1	1	2
Customer Service - Others	/	2	1	3	1			1		3		- 1	31
Customer Service - Others  Customer Service - TSO	7	2		3	6	2		1		3	1	1	29
Identification (ID) Requirements	,		. 3	3	1			'		J	- 1	1	1
Identification (ID) Requirements - Domest	ic.				1								1
Locks	3		1	2					1				7
Locks - Missing or Damaged Lock	3		1						1				7
Lost and Found	1		'							1			2
Lost and Found - Airport/TSA	1									1			2
Mishandling of Passenger Property	1	1	6	5	4	6		1	2	2	3	1	32
Mishandling of Passenger Property - Dam	l Jaged/Missing			2	1	1		'			- 0	'	5
Mishandling of Passenger Property - Dam		1		3	3	5		1	2	1	1	1	22
Mishandling of Passenger Property - Disa										1	2		5
Patdown	4		3 1		2			1		1		1	12
Patdown - Children					1							- '	1
Patdown - Flyer	4	3	3 1		1			1				1	11
Persons w/ Disabilities (PWD)	1	5		2						3	2		19
Persons w/ Disabilities (PWD) - Autism S		1											1
Persons w/ Disabilities (PWD) - Cancer (c													1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/0	arments/D	1								•			1
Persons w/ Disabilities (PWD) - Internal M					1								1
Persons w/ Disabilities (PWD) - Medically			n and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Metal Imp		1		а. очрроо	1								2
Persons w/ Disabilities (PWD) - Mobility D	. ,	1			1						2		6
Persons w/ Disabilities (PWD) - Ostomy/0		1									_		1
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		rauma)		2						•			2
Persons w/ Disabilities (PWD) - Wheelcha	- "		1										1
Prohibited & Permitted Items	1	ogway											1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	8	5	5 8	9	5	2	1	2	1	1		2	44
Property - Special Handling - Damaged Ite	1		1	2			- 1		ı	1			5
Property - Special Handling - Damaged Ite		4			- '			2	1			1	13
Property - Special Handling - Missing Item			1	2	2				'			- '	8
Property - Special Handling - Missing Item		1		5	2	2	1			1		1	18
Screening	7	'	7			1	- '	1		1	2		25
Screening - Inconsistency	,		- 1	1	3	· ·		1		1		1	1
Screening - Procedures/Process	7		7	1	2			1		1	1	1	21
	· '		- 1	'						- '		1	41

ories	1				) Data Tool								
		-Nov 1	2-Dec 0	1-Jan 0	2-Feb 03	-Mar 04	l-Apr 0	5-May 06	3-Jun 0	7-Jul 0		9-Sep	To
Screening - Retrieving Abandoned/Conf	iscated Items										1		
Screening - Security Breach	40	_	•		1	1	•	04	20	0.4	0.4	44	
2021	18	6	3	4	2	6	9	21	20	24	<b>24</b>	14	
Airline Policy/Pagulations/Santias													
Airline - Policy/Regulations/Service						4		4	4	4	1		
Civil Rights Region Profiling or Discrim	in: 2	1				1 1		1	1	1	2		
Civil Rights - Racial Profiling or Discrim						1			4				
Civil Rights - Screening of Religious or (								4	1				
Civil Rights - Sex/Gender/Gender Identi	ty- Not Trans(	1						1		4			
Civil Rights - Transgender Screening								4		1	2		
Customer Service	6	2	1		1	2	2	4	2	6	3	3	
Customer Service - TSO	6	2	1		1	2	2	4	2	6	3	3	
Expedited Passenger Screening Program	TOA A			1			1	4	7	9	12	7	
Expedited Passenger Screening Progra	- ''		n					1	1	1	3	3	
Expedited Passenger Screening Progra	m - TSA PreChecl	<		1			1	3	6	8	9	4	
Flying Armed			1										
Flying Armed - General			1										
Identification (ID) Requirements				1							1		
Identification (ID) Requirements - Dome	stic			1							1		
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property	6	1	1							1	1	1	
Mishandling of Passenger Property - Da	am 2	1									1		
Mishandling of Passenger Property - Da										1		1	
Mishandling of Passenger Property - Dis			1										
Patdown	1						1	1	2			1	
Patdown - Flyer	1						1	1	2			1	
Persons w/ Disabilities (PWD)	1					1	1	2	1	2			
Persons w/ Disabilities (PWD) - Autism	Spectrum						1						
Persons w/ Disabilities (PWD) - Breast						1	,						
Persons w/ Disabilities (PWD) - Diabete									1				
Persons w/ Disabilities (PWD) - Medica		lication an	d Medical S	Supplies				1	1	2			
Persons w/ Disabilities (PWD) - Wheeld			u Medicai c	Jupplies				1					
Prohibited & Permitted Items	Tall/ Occobiel/ Geg	yway						'	1		1		
Prohibited & Permitted Items - Breast M	lilk/Paby Formula/	Proact Dur	mn						1		- 1		
		Dieast Ful	пр						ı		1		
Prohibited & Permitted Items - Food/Ber				4		4	0			0		-	
Property - Special Handling	1			1		1	2	5	4	2	1	1	
Property - Special Handling - Damaged						1		2	3	1			
Property - Special Handling - Damaged									1		1		
Property - Special Handling - Missing Ite							1			1			
Property - Special Handling - Missing Ite	ems - Checked			1			1	3				1	
Screening	2	1		1	1	1	2	4	2	3	1	1	
Screening - Inconsistency	2	1		1	1	1	2	4 1	2	3	1	1 1	
Screening - Inconsistency Screening - Lengthy Lines		1		1				1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2	1		1	1	1	2	1		3			
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 022		1 38	39	1				1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022  Civil Rights	2 28	1	39	1 35 1	1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022  Civil Rights Civil Rights - Racial Profiling or Discrim	2 28	1 38 1	39	1	1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022  Civil Rights	2 28	1 38	39	1 35 1	1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service	2 28	1 38 1	<b>39</b>	1 35 1	1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  22 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening	2 <b>28</b> ination	1 38 1	<b>39</b>	35 1	1 27			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service	2 <b>28</b> ination	1 38 1	<b>39</b> 7	35 1	1 27			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  22  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM	2 <b>28</b> ination 6	1 38 1 1 9	7	1 35 1 1	1 <b>27</b>			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO	2 28 ination 6 6 16	1 38 1 1 9 1 8	7	1 35 1 1	1 <b>27</b> 5			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	2 28 ination 6 6 16 m - DoD	1 38 1 1 9 1 8	7 7 23	1 35 1 1	1 <b>27</b> 5			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 28 ination 6 6 16 m - DoD m 1	1 38 1 1 9 1 8	7 7 23 1	1 35 1 1	1 27 5 5			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra	2 28 ination 6 6 16 m - DoD m 1	1 38 1 1 9 1 8 18	7 7 23 1	1 35 1 1 4 4 23	1 27 5 5 17			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found	2 28 ination 6 6 16 m - DoD m 1 m 15	1 38 1 1 9 1 8 18	7 7 23 1	1 35 1 1 4 4 23	1 27 5 5 17			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  22  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Prograe Lost and Found Lost and Found - Airport/TSA	2 28 ination 6 6 6 16 m - DoD m 1 m 15 1	1 38 1 1 9 1 8 18	7 7 23 1	1 35 1 1 4 4 23	1 27 5 5 17			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 28 ination 6 6 16 m - DoD m 1 5 1 1	1 38 1 1 9 1 8 18	7 7 23 1	1 35 1 1 4 4 23	1 27 5 5 17			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da	2 28 ination 6 6 16 m - DoD m 1 5 1 1	1 38 1 1 9 1 8 18	7 7 23 1 1 21	1 35 1 1 4 4 23	1 27 5 5 17 1 16			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown	2 28 ination 6 6 16 m - DoD m 1 5 1 1	1 38 1 1 9 1 8 18	7 7 23 1 1 21	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer	2 28 ination 6 6 16 m - DoD m 1 m 15 1 1 1 smaged/Missir	1 38 1 1 9 1 8 18	7 7 23 1 1 21	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 28 ination 6 6 6 16 m - DoD m 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 38 1 1 9 1 8 18	7 7 23 1 1 21	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening  Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal	2 28 ination 6 6 16 m - DoD m 1 5 1 1 1 1 maged/Missin 1 Medical Devices	1 38 1 1 9 1 8 18	7 7 23 1 1 21	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening  Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Property Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica	2 28 ination 6 6 16 m - DoD m 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 38 1 1 9 1 8 18	7 7 23 1 1 21 21	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica	2 28 ination 6 6 16 m - DoD m 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 38 1 1 9 1 8 18	7 7 23 1 1 21	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy	2 28 ination 6 6 16 m - DoD m 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 38 1 1 9 1 8 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  22  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Progra Expedited Passenger Screening Progra Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items	2 28 ination 6 6 16 m - DoD m 15 1 1 1 amaged/Missin 1 Medical Devices Illy 1 // Disability (Not W	1 38 1 1 9 1 8 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items	2 28 ination 6 6 16 m - DoD m 15 1 1 1 amaged/Missin 1 Medical Devices Illy 1 // Disability (Not W	1 38 1 1 9 1 8 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222 Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - General	2 28 ination 6 6 16 m - DoD m 15 1 1 1 Medical Devices lly 1 Disability (Not W I/Ostomates Grooming Items	1 38 1 1 9 1 8 18 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  222  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Australia Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - General	2 28 ination 6 6 16 m - DoD m 15 1 1 1 Medical Devices Illy 1 Disability (Not W I/Ostomates c Grooming Items	1 38 1 1 9 1 8 18 18 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1 2			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  7022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged	2 28 ination 6 6 16 m - DoD m 15 1 1 1 maged/Missi   Medical Devices Illy 1 Disability (Not W //Ostomates  Grooming Items 2 Items - Carry	1 38 1 1 9 1 8 18 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  22  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - General	2 28 ination 6 6 16 m - DoD m 15 1 1 1 maged/Missi   Medical Devices Illy 1 Disability (Not W //Ostomates  Grooming Items 2 Items - Carry	1 38 1 1 9 1 8 18 18 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1 2			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  7022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged	2 28 ination 6 6 16 m - DoD m 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 38 1 1 9 1 8 18 18 18	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1 2			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  7022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Daventown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - General Property - Special Handling - Damaged Property - Special Handling - Damaged	2 28 ination 6 6 16 m - DoD m 15 1 1 1 smaged/Missin 1 Medical Devices Illy 1 // Disability (Not W //Ostomates 2 Items - Carry Itt 2 ems - Carry-C	1 38 1 1 9 1 8 18 18 11 1 1 1 1 1 1 1	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1 2			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  1022  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Davelown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged	2 28 ination 6 6 16 m - DoD m 15 1 1 1 smaged/Missin 1 Medical Devices Illy 1 // Disability (Not W //Ostomates 2 Items - Carry Itt 2 ems - Carry-C	1 38 1 1 9 1 8 18 18 18 14 1 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 2 2 2 1	1 35 1 1 4 4 23 23	1 27 5 5 17 1 16 1 1 1 1 1 2 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  O22  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Alishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite	2 28 ination 6 6 16 m - DoD m 15 1 1 1 smaged/Missi 1 Medical Devices Illy 1 Disability (Not W I/Ostomates Carroning Items 2 Items - Carry Itt 2 Items - Carry Itt 2 Items - Carry-Cems - Checke	1 38 1 1 9 1 1 8 18 18 18 14 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 2 2 1 1 1	1 35 1 1 4 4 23 23 23 1 1	1 27 5 5 17 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  Covil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - General Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Children	2 28 ination 6 6 16 m - DoD m 15 1 1 1 smaged/Missi 1 Medical Devices Illy 1 Disability (Not W I/Ostomates Carroning Items 2 Items - Carry Itt 2 Items - Carry Itt 2 Items - Carry-Cems - Checke	1 38 1 9 1 8 18 18 18 14 1 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 2 2 1 1 1	1 35 1 4 4 23 23 3 3 1 1	1 27 5 5 17 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  O22  Civil Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO  Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Children Screening - Inconsistency	2 28 ination 6 6 16 m - DoD m 1 m 15 1 1 1 maged/Missin 1 Medical Devices IIIy 1 / Disability (Not W //Ostomates c Grooming Items 2 Items - Carry Ite 2 pms - Carry-C ems - Checke 2 1 1	1 38 1 1 9 1 1 8 18 18 18 14 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 2 2 1 1 1	1 35 1 4 4 23 23 3 3 1 1	1 27 5 5 17 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1					
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Cotal Rights Civil Rights - Racial Profiling or Discrim Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Children	2 28  ination  6  6  16  m - DoD  m 15  1  1  1  1  Inmaged/Missin  Medical Devices lly 1 I Disability (Not W I/Ostomates  Grooming Items  2  Items - Carry Itt 2  Items - Carry-C  Items - Checke  2	1 38 1 9 1 8 18 18 18 14 1 1 1 1 1 1 1 1 1 1 1 1	7 7 23 1 1 21 2 2 1 1 1	1 35 1 4 4 23 23 3 3 1 1	1 27 5 5 17 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			1					

	Breast Car	12-Dec 2 hecked Bag		02-Feb 1	03-Mar 6 2 1 1 1	_	1	_	07-Jul	08-Aug 3	3 3 1 1 1 1	Total
eral) Not I	g ItemsC Breast Car	hecked Baç		1		1	1	_		3		\$ ; ;
eral) Not I	Breast Car		ggage		1 1 1	1	1				1 1 1 1	3
eral) Not I	Breast Car		ggage		1 1	1	1				1 1 1	2
eral) Not I	Breast Car		ggage		1	1	'				1	2
eral) Not I	Breast Car		ggage		1	1					1	
eral) Not I	Breast Car		ggage		·	1					1	
		ncer				1						
		ncer				1						
Carry-On	1										4	
Carry-On	1										1	
											1	
							1					
							1					
				1	3	1				1		
178.41										1		
ed/Missino	g ItemsC	hecked Bag	ggage							1		
				1								
				1								
					1							
cessary I	Medication	and Medic	al Supplies		1							
						1						
Checked												
					2	2						
					2							
		1			1			2		2		
								1		2		
								1		2		
								1				
SA PreCh	neck							1				
					1							
Carry-On	1				1							
		1										
		1										
	1	1										
		1										
		1										
	1											
	Checked	SA PreCheck Carry-On  1	SA PreCheck Carry-On 1 1 1 1 1 1 1 1 1	1 SA PreCheck Carry-On 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1

			I SA CUIIIa	ci Genilei (	rcc) Data	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMX			1		1		1			1		1	5
2019					1		1					1	3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	iaged/Missii	ng ItemsC	Checked Bag	ggage	1								1
Property - Special Handling							1						1
Property - Special Handling - Missing Item	ns - Checke	d					1						1
Screening												1	1
Screening - Procedures/Process												1	1
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA PreC	heck								1			1
2022			1										1
Screening			1										1
Screening - Procedures/Process			1										1

			I SA COIILA	ci center (	rcc) Data	1001 - 1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CNY	1	2					2	:	2 1	l	1	2	11
2019							2	:	2 1		1	2	8
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							1		•				2
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage			1		•				2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Ite	ms - Checke	d									1	1	2
Screening							1	2	2				3
Screening - Procedures/Process							1		2				3
2020	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
2021		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2022		1											1
Locks		1											1
Locks - Missing or Damaged Lock		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	1				1		V . 7 . p.	4	2	4	5	3	2
2019					•			2	1	2	1	2	_
Customer Service									-	2	-		
Customer Service - Others										1			
Customer Service - TSO										1			
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Prosthesi	ı is/Amputees	and Casts	3						1				
Property - Special Handling												2	
Property - Special Handling - Damaged It	ems - Check	ced										2	
Screening								2			1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process								1					
Screening - Security Breach								1					
2020					1					1	1	1	
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Ba	ggage						1			
Property - Special Handling											1		
Property - Special Handling - Missing Iten	ns - Checked	d									1		
Screening					1								
Screening - Procedures/Process					1								
2021	1							2	1	1	3		
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimin	1												
Customer Service										1			
Customer Service - TSO										1			
Prohibited & Permitted Items								1					
Prohibited & Permitted Items - Firearm/Ar	nmunition							1					
Property - Special Handling											2		
Property - Special Handling - Damaged It	ems - Carry-	-On									2		
Screening								1	1		1		
Screening - Procedures/Process								1	1		1		

Categories	40.004	44 N	TSA Conta					OF Mari	06 1	07 11	00 4	00.0	Total
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
cos	13	31	l 18		20	10	11	13	14	22			218
2019				3	1	2	8	7	4	3	6	6	40
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1	1	1	1	3	1		1	2	11
Mishandling of Passenger Property - Dam	l nagod/Missin	a Itomo (	Shooked Ba				1	2	- '			2	
					1	1	1						8
Mishandling of Passenger Property - Disa	irrayed Items	Carry-o	n or Checke	d				1	1		1		3
Patdown							1		2	1	2		6
Patdown - Flyer							1		2	1	2		6
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelcl	nair or Scoo	ter)				1					1
Property - Special Handling	, ·			1			4	1		1	2	2	11
Property - Special Handling - Damaged Ite	ome Chock	od		- '			1			1		1	3
										- 1			
Property - Special Handling - Missing Item							1				1		2
Property - Special Handling - Missing Item	ns - Checked			1			2	1			1	1	6
Screening						1	1	2	1		1	1	7
Screening - Crew Member or Airline Empl	loyee							1					1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confis	cated Items					1							1
2020	5	10	) 3	7	4		1			5	3		42
	3			'							3		
Civil Rights					1	1				1			4
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimina	ation		l										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender			1	1							2
Customer Service	1		2							1			4
Customer Service - TSO	1		2							1			4
	'									- '			
Locks													1
Locks - Missing or Damaged Lock													1
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	1		1	2	2	1	1			2	1		11
Mishandling of Passenger Property - Dam	1		1	2		1	1			1	1		9
Mishandling of Passenger Property - Disa		Carry-o	n or Checke		1					1			2
Patdown	l	Carry-0	TO OTICORC	1	1					- '			
													2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medically	1			1		1							3
Property - Special Handling	2	Ę	5 2	3		1				1	2		16
Property - Special Handling - Damaged Ite	ems - Carry-0	On									1		1
Property - Special Handling - Damaged Ite			2	1							1		5
Property - Special Handling - Missing Item			3 2			1				1			10
							•		40		47	40	
2021	1	•	3 1		1	4	2	6	10	14	17	12	71
Civil Rights									2	2			4
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimina	ation								1	1			2
Civil Rights - Transgender Screening									1				1
Customer Service	1							3	4	1	3		13
Customer Service - TSO	1		l					3	4	1	3		13
Expedited Passenger Screening Program							1	1	3	5			17
Expedited Passenger Screening Program	TSA Brock	nook					1	1	3	5			17
	- ISA FIECI	IECK						- 1	3	5			
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1			2		3	8
Mishandling of Passenger Property - Dam	naged/Missing	g Items0	Carry-on Lug	ggage		1							1
Mishandling of Passenger Property - Dam	naged/Missing	g Items(	Checked Ba	ggage						2		2	4
Mishandling of Passenger Property - Disa						1	1					1	3
No Jurisdiction	l										1		1
No Jurisdiction - Refer to Other											1		
													1
Patdown											1	3	4
Patdown - Flyer											1	2	3
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)						1					2		3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Metal Imp	olants (ioint)										1		1
Persons w/ Disabilities (PWD) - Mobility [		t Wheeld	nair or Scoo	tor)		1							1
Prohibited & Permitted Items	l ability (140	t vviiceici	iali di 3000	ter)		<u>'</u>					1		1
Prohibited & Permitted Items - General											1		1
Property - Special Handling					1			2		2	1	1	8
Property - Special Handling - Damaged Ite	ems - Carry-0	On								1			1
Property - Special Handling - Damaged Ite	ems - Checl				1			1					3
Property - Special Handling - Missing Item		1								1	1		2
Property - Special Handling - Missing Item								1		•		1	2
Screening	Jilooked		1 1			1		1	1	2	3		11
						ı			- 1				
Screening - Inconsistency			1								2		3
Screening - Lengthy Lines											1	1	2
Screening - Procedures/Process						1			1	2		1	6
2022	7	18	3 14	12	14								65
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas													1
	ral												
Business, Suggestions, and Ideas - Gener			1										1
Customer Service	1	2	2 2										5

		7	SA Contac	t Center (1	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	1												1
Customer Service - TSO		2	2										4
Expedited Passenger Screening Program	4	11	8	9	8								40
Expedited Passenger Screening Program	- DoD	1			1								2
Expedited Passenger Screening Program	- TSA Appl	2											2
Expedited Passenger Screening Program	4	8	7	9	7								35
Expedited Passenger Screening Program	- TSA/DHS	Employee:	1										1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domest	С	1		1									2
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	1									1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling	1		1		2								4
Property - Special Handling - Damaged Ite	ems - Check	ed	1		1								2
Property - Special Handling - Missing Item	s - Carry-O	n			1								1
Property - Special Handling - Missing Item	1												1
Screening	1	1	2	1	1								6
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	2	1	1								5

Categories	10-Oct 1			01-Jan	CC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COU	2	5	3	8	4			3	,	4	8	3	4
2019	_			1	3			3		2		1	1:
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Customer Service												1	
Customer Service - TSO												1	
Locks					1			1					
Locks - Missing or Damaged Lock					1			1					
Mishandling of Passenger Property					1						2		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Bagg	age	1						2		
Patdown				1	1								
Patdown - Flyer				1	1								
Property - Special Handling										1			
Property - Special Handling - Missing Item	s - Checked									1			
Screening								2					
Screening - Procedures/Process								2					
2020	2	1			1						1	1	
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Medically	1												
Property - Special Handling		1										1	
Property - Special Handling - Missing Item	is - Checke	1										1	
Screening	1				1						1		
Screening - Procedures/Process	1				1						1		
2021		1								2	5	1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimina	ation										1		
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program										2	1		
Expedited Passenger Screening Program	<ul> <li>TSA PreChe</li> </ul>	ck								2	1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Bagg	age							1		
Patdown											1		
Patdown - Flyer											1		
Screening											1	1	
Screening - Inconsistency												1	
Screening - Procedures/Process											1		
2022		3	3	7									1
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimina	ation		1										
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		2	1	6									
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- ISA PreC	1	1	6									
Patdown		1											
Patdown - Flyer		1											
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Carry-O	n	1										

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ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	4	1	2	1	2			_		3			29
2019						2	1	2	2		2		9
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged It								1			1		2
Property - Special Handling - Missing Iter	ns - Carry-Oı	า									1		
Screening						2	1		2				
Screening - Lengthy Lines						1							
Screening - Procedures/Process						1	1		2				4
2020	2		1	1				1	1		1		7
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dr	essings/Ma	asks					1					
Property - Special Handling	1		1	1									;
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iter	ns - Checked		1	1									
Screening											1		
Screening - Security Breach											1		
2021	2		1		1				4	3			11
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimin	ation									1			
Customer Service	1		1						1				(
Customer Service - TSO	1		1						1				
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	- TSA PreC	heck								1			
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property									1	1			
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on Lug	ggage						1			
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d					1				
Patdown									2				
Patdown - Flyer									1				
Patdown - Flyer as Observer									1				
Screening					1								
Screening - Procedures/Process					1								
2022		1			1								:
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA PreC	1											
Patdown					1								1
Patdown - Flyer					1								

egories	10-Oct 1				•	ol - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
												· · · · · · · · · · · · · · · · · · ·	TOTA
RP	9	2	6	9	9	3	1	1		6			
2019				2		2	1		5	5		2	
Civil Rights									1	1			
Civil Rights - Racial Profiling or Discrimina	ation								1	1			
Customer Service				1		1				1			
Customer Service - TSO				1		1				1			
Mishandling of Passenger Property									2	2			
Mishandling of Passenger Property - Dam	aged/Missing I	temsChed	cked Baggag	е						2			
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked						2				
Patdown				1					1	1			
Patdown - Flyer				1					1	1			
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ı ems - Carry-On											1	
Screening	l					1	1		1			1	
Screening - Procedures/Process						1	1		1			- '	
ŭ .						1	1		- 1			4	
Screening - Security Breach	_											1	
2020	5	1	4		2	1					2		
Mishandling of Passenger Property	1		1		2						1		
Mishandling of Passenger Property - Dam		temsC	1										
Mishandling of Passenger Property - Dam					1						1		
Mishandling of Passenger Property - Disa	rrayed ItemsC	carry-on or	Checked		1								
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	2		1			1					1	1	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item			1			1					1		
	1	4											
Screening		1	2									1	
Screening - Procedures/Process	1	1	2									1	
2021	2			1	3			1	3	1			
Customer Service	1				2				1				
Customer Service - TSO	1				2				1				
Expedited Passenger Screening Program					1			1		1			
Expedited Passenger Screening Program	- TSA PreChed	k			1			1		1			
Mishandling of Passenger Property	1			1									
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa		Carry-on or	Checker	1									
Property - Special Handling		,							1				
Property - Special Handling - Damaged Ite	I ems - Carry-On								1				
Screening	 								1				
<u> </u>									1				
Screening - Procedures/Process									1				
2022	2	1	2	6	4								
Civil Rights			1										
Civil Rights Civil Rights - Sexual Orientation - Not Tra	nsgender		1										
•	nsgender	1											
Civil Rights - Sexual Orientation - Not Tra	nsgender	1											
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO	nsgender 1	1		4	1								
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Expedited Passenger Screening Program	1		1	4									
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 - TSA Applicat		1 1 n	1	1								
Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 - TSA Applicat		1		1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	1 - TSA Applicat		1 1 n	1	1								
Civil Rights - Sexual Orientation - Not Trail Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	1 - TSA Applicat		1 1 n	1	1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property	1 - TSA Applicat 1 1 ic	ion Prograr	1 1 n 1	1 3	1 1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 - TSA Applicat 1 1 ic	ion Prograr	1 1 n 1	1 3	1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 - TSA Applicat 1 1 ic	ion Prograr	1 1 n 1	1 3	1 1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 - TSA Applicat 1 1 ic	ion Prograr	1 1 n 1	1 3	1 1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 - TSA Applicat 1 1 ic	ion Prograr	1 1 n 1	1 3	1 1 1 1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 - TSA Applicat 1   1   ic	ion Prograr	1 1 n 1	1 3	1 1 1 1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling	1 - TSA Applicat 1   1   ic	ion Prograr	1 1 n 1	1 3	1 1 1 1 1 1								
Civil Rights - Sexual Orientation - Not Trai Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	1 - TSA Applicat 1   1   ic	ion Prograr	1 1 n 1	1 3	1 1 1 1 1 1								

					CC) Data 1								
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RW	2	1	5	1	6	3		3	2	4	8	3	;
2019				1		1		2	1	2	7	1	
Civil Rights										1			
Civil Rights - Sex/Gender/Gender Identity-	<ul> <li>Not Transg</li> </ul>	ender								1			
Customer Service								1			1		
Customer Service - TSO								1			1		
Mishandling of Passenger Property				1							1	1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	1							1	1	
Patdown						1					1		
Patdown - Flyer						1					1		
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - General										1			
Property - Special Handling								1			2		
Property - Special Handling - Damaged Ite	ems - Check	ed									1		
Property - Special Handling - Missing Item	ns - Carry-Or	1						1			1		
Screening									1		2		
Screening - Procedures/Process									1		2		
2020		1	2		2				1	1		1	
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property		1	1							1		1	
Mishandling of Passenger Property - Dam	aged/Missir	1	1							1		1	
Patdown	3				1								
Patdown - Flyer					1								
Property - Special Handling					1				1				
Property - Special Handling - Missing Item	ns - Checked				1				1				
2021	1		1			2		1		1	1	1	
Civil Rights			•			_		•		1	•		
Civil Rights - Racial Profiling or Discrimina	ation									1			
Expedited Passenger Screening Program								1			1		
Expedited Passenger Screening Program	- TSA PreCl	neck						1			1		
Mishandling of Passenger Property	1	10011				1							
Mishandling of Passenger Property - Dam	1					1							
Screening			1			1						1	
Screening - Inconsistency						1							
Screening - Lengthy Lines			1										
Screening - Procedures/Process												1	
2022	1		2		4								
Expedited Passenger Screening Program	1		1		4								
Expedited Passenger Screening Program	1		1		4								
Screening	1		1 4		4								
Screening - Retrieving Abandoned/Confise			1										

		1	SA Conta	ct Center (T	CC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CSG	6	2	3	2	3	3	1		1	5	2	3	31
2019					1	2				3	1		7
Customer Service					1					2			
Customer Service - TSO					1					2			3
Patdown						1							1
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling						1							
Property - Special Handling - Missing Item	ns - Checked					1							
Screening										1			
Screening - Procedures/Process										1			
2020	2		2	1		1					1		
Customer Service	1												
Customer Service - TSO	1												
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1										
Screening	1		1	1		1							4
Screening - Procedures/Process	1		1	1		1							4
2021	1	1	1				1		1	2		3	10
Customer Service												1	
Customer Service - TSO												1	
Expedited Passenger Screening Program									1	2		2	
Expedited Passenger Screening Program	- TSA PreCh	neck							1	2		2	
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling		1					1						
Property - Special Handling - Damaged Ite	ems - Checl	1											
Property - Special Handling - Missing Item	ns - Checked						1						
Screening			1										
Screening - Lengthy Lines			1										
2022	3	1		1	2								7
Expedited Passenger Screening Program	3	1		1	2								
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2	1		1	2								(

Company   Comp	O-t				ct Center (1									
Cold Rights - Are	Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Cold Rights		64	51	61										
Coli Rigins - Ago. Coli Rigins - Coli Rigins - Ago. Coli Rigins - Coli Rigins - Ago. Coli Rigins - Coli Rigins - Coli Rigins - Ago. Coli Rigins - Coli Rigins - Ago. Coli Rigins - Coli Rigins - Ago. Coli Rigins - Coli Rigins					11	9	8					19	12	
Cell rights - fair problems of the control of the c								2	1	1	1		1	6
Out Regive - Reader Printing or Chiescent Common   1   5   1   2   1   1   3   1   1   3   1   1   3   1   1										1				1
Construct Services	Civil Rights - Hair Patdowns												1	1
Calcient Bervise - 100 - 1	Civil Rights - Racial Profiling or Discrimina	ation						2	1					4
Casement Sentine - 150	Customer Service				1	1	3		1		2	4	1	13
Sestification (13) Negarimentes   1.5 Authorny (Inset are liceatory Pass Issues   1.5	Customer Service - Others						1					1		2
Identification (ID) Requirements - ID Marketing Traines and Boarding Pass bases   Locks	Customer Service - TSO				1	1	2		1		2	3	1	11
Looks Listenger Damaged Look  Looks Listenger Damaged Look  Looks Listenger Damaged Look  Looks Listenger Damaged Look  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Pasana  P	Identification (ID) Requirements									1				1
Looks Listenger Damaged Look  Looks Listenger Damaged Look  Looks Listenger Damaged Look  Looks Listenger Damaged Look  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Metawasting of Pasanger Properly - Damaged Manage Imma-Carry on Luggage  Pasana  P		hing Ticket a	nd Boardi	ing Pass Iss	sues					1				1
Lesdes - Miseriang or Demograph Lower   1   2   1   7   7		I				2	1	2	1	2	1	2		
Michandring of Passenger Property   Demagnication   1							1							
Ministraffing of Pasterger Property, Dampged Ministry Interna-Channel Bags													4	
Michanding of Passerger Progreys - Demagnedification (processed layer)		ı naged/Missind	ItemsC	Carry-on Luc										
Ministraling of Pasterger Property - Description   1							1		3	1	1	2		
Michaeling of Paceager Property - Decaraged Reners - Carey on a Checked Pattoon Pattoon - Tipe Person and Decaraged Reners - Carey on a Checked Pattoon - Hook-Pipe Person and Decaraged Reners - Carey on a Checked Person and Decaraged Reners - Carey on a Checked Person and Decaraged Reners - Carey on a Checked Person and Decaraged Reners - Carey on a Checked Person and Decaraged Reners - Carey on a Checked Person and Decaraged Reners - Carey on a Checked Person and Decaraged Reners - Checked Person and Decaraged Reners - Checked Person and Decaraged Reners - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Carey on a Checked Person - Special Handling - Missing Berna - Carey on a Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Missing Berna - Checked Person - Special Handling - Checked - Person - Perso								<u>'</u>			· ·			
Patition											4		1	
Pactorn - Flyer		irrayeu iterris-	-Carry-or	TOI CHECKE						0				
Personary Or Dashbilles (PVD) - Middel Devices - Attached to the Body											- 1			
Persons will Disablishers (PWD) - Merical Devices - Astroched to the Boory					1					2		3	1	
Persons w/Disabilities (PWD) - Medical planes (December 1)														
Persons on Disabilities (PWD) - Moch Implantar (pinnt)								1			2		1	
Persons w Deablitises (PWID) - Touch Aversion (centrharuma)			ched to t	he Body		1								
Persons   Disabilities   PriVID  - Wheel-ball Societies   Segway   1														1
Property - Special Handling											1			1
Property - Special Handling - Damaged larens - Carry-On	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway										1	
Property-Special Hardings - Distriction   1   3   3   4	Property - Special Handling				3	3	3	2	2	2	6	1	4	26
Property-Special Handlings-Missing Berns - Carry-Ord   1   3   2   2   1   5   1   17   17   17   18   17   18   17   18   18										1				1
Property-Special Handlings-Missing Berns - Carry-Ord   1   3   2   2   1   5   1   17   17   17   18   17   18   17   18   18					2		1						1	4
Request for Assistance											1		3	4
Request for Assistance	Property - Special Handling - Missing Item	ns - Checked			1	3	2	2	2	1	5	1		17
Request for Assistance - Other   1												1		
Screening						1			1			1		
Screening - Inconsistency					3	1		1	3	7	3	2		
Screening - Lengthy Lines														
Screening - Procedures/Process											1			
Screening - Security Breach					2			1	2	6		2		
Screening - Security Breach	•	ented Itoms				1		- '		0	- '			
2020   S		l			ı	- 1			4		4			
Civil Rights - Racial Profiling or Discrimin		_					_							
Civil Rights - Transpander Screening			15	12		9	- /		3	3				
Customer Service Others		-										1		
Customer Service 0 the s		1			1						3			
Customer Service - Others												1		
Custamer Service - TSD		1	4			1				1			1	
Locks														
Locks - Missing or Damaged Lock   2   2   1   1   2   1   3   20		1				1				1			1	
Mishandling of Passenger Property														
Mishandling of Passenger Property - Dami'agedMissing Items—Carry-on or University   1   2   2   2   2   2   3   1   2   16														
Mishandling of Passenger Property - Dam						2	2		1		2	1	3	
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked   1   1   2   2   2   2   2   2   3   1   1   1   2   2   2   3   3   3   3   3   3   3			ItemsC	Carry-on Lug	g 1					1				2
Patdown Flyer	Mishandling of Passenger Property - Dam	2	1	2	2	2	2				2	1	2	
Patdown - Flyer	Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	n or Checke	d				1				1	2
Persons w/ Disabilities (PWD) - Diabetes	Patdown											1	1	2
Persons w/ Disabilities (PWD) - Niabetes	Patdown - Flyer											1	1	2
Persons w Disabilities (PWD) - Medically	Persons w/ Disabilities (PWD)	2		1	1		1							5
Persons w/ Disabilities (PWD) - Mobility   1	Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility   1	Persons w/ Disabilities (PWD) - Medically	1		1			1							3
Property - Special Handling   2														
Property - Special Handling - Damaged Items - Carry-On			4	. 3	1	1	2				2	2	1	
Property - Special Handling - Damaged It   2														
Property - Special Handling - Missing Items - Carry-C 2						1						1		
Property - Special Handling - Missing Items - Checke 2			2								2			
Screening														
Screening - Inconsistency	1 7 1	III - OTICCIC			1	5			1	1	2		1	
Screening - Lengthy Lines			4		. 1	5			1	- 1		- 1	- 1	
Screening - Procedures/Process   4   2   3   1   1   1   12					4	0						4		
Screening - Retrieving Abandoned/Confiscated Items									-			I		
Screening - Security Breach   Screening - Traveling with Cash   1   1   1   1   1   1   1   1   1			4			3			1		- 1		1	
Screening - Traveling with Cash   2021   11   3   2   4   2   9   12   15   30   22   28   20   158		cated Items					1							
Mirline										1				
Airline       1       1         Airline - Policy/Regulations/Service       1       1         Civil Rights       1       2       1       1       2       7         Civil Rights - Civil Rights Violation (TSA Employee)       1       -       1       1       2       7         Civil Rights - Constitutional Rights       1       -       1       3       3       1       1       1       3       3       1       1       1       3       3       1       1       1       3       3       3       5       4       1       2       1       1       3       3       5       4       1       2       1       1       3       3       5       4       1       2       1       1       3       3       5       4       1       2       1       1       3       3       5       4       1       2       1       1       3       3       5       4       1 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>														
Airline - Policy/Regulations/Service		11	3	. 2	4	2	9	12	15		22	28	20	
Civil Rights         1         2         1         1         2         7           Civil Rights - Civil Rights - Constitutional Rights         1														
Civil Rights - Civil Rights Violation (TSA Employee)       1       1         Civil Rights - Constitutional Rights       1       1         Civil Rights - Hair Patdowns       1       1       1         Civil Rights - Racial Profiling or Discriminary       1       1       1       1         Civil Rights - Sex/Gender/Gender Identity - Not Transgender       1       1       3       4       5       4       1       2         Customer Service       2       1       1       3       3       4       5       4       1       2         Customer Service - CSM       1       1       3       3       5       4       1       2         DHS TRIP       1       1       3       3       5       4       1       2         DHS TRIP - General       1       1       3       1	Airline - Policy/Regulations/Service									1				
Civil Rights - Constitutional Rights         1         1           Civil Rights - Hair Patdowns         1         1         1           Civil Rights - Racial Profiling or Discrimin         1         1         1         3           Civil Rights - Sex/Gender/Gender Identity- Not Transgender         1         1         3         4         5         4         1         2           Customer Service         2         1         1         3         4         5         4         1         2           Customer Service - CSM         1         1         3         3         5         4         1         2           DHS TRIP         1         1         3         3         5         4         1         2           DHS TRIP - General         1	Civil Rights	1						2		1		1	2	7
Civil Rights - Hair Patdowns       1       1         Civil Rights - Racial Profiling or Discrimin       1       1       1       3         Civil Rights - Sex/Gender/Gender Identity- Not Transgender       1       1       5       4       1       2         Customer Service       2       1       1       3       4       5       4       1       2         Customer Service - CSM       1       1       3       3       5       4       1       2         Customer Service - TSO       2       1       1       3       3       5       4       1       2         DHS TRIP       1 <t< td=""><td>Civil Rights - Civil Rights Violation (TSA E</td><td>mployee)</td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td>1</td></t<>	Civil Rights - Civil Rights Violation (TSA E	mployee)						1						1
Civil Rights - Racial Profiling or Discrimin         1         1         3           Civil Rights - Sex/Gender/Gender Identity- Not Transgender         1         -         1           Customer Service         2         1         1         3         4         5         4         1         21           Customer Service - CSM         1         1         3         3         5         4         1         20           DHS TRIP         1         1         3         3         5         4         1         2           DHS TRIP - General         1         1         1         1         1         1         1           Expedited Passenger Screening Program         5         6         4         12         9         20         14         70	Civil Rights - Constitutional Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender     1     1       Customer Service     2     1     1     3     4     5     4     1     21       Customer Service - CSM     1     1     3     3     5     4     1     2       Customer Service - TSO     2     1     1     3     3     5     4     1     20       DHS TRIP     DHS TRIP - General     1     1     1     1     1       Expedited Passenger Screening Program     5     6     4     12     9     20     14     70													1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender     1     1       Customer Service     2     1     1     3     4     5     4     1     21       Customer Service - CSM     1     1     3     3     5     4     1     2       Customer Service - TSO     2     1     1     3     3     5     4     1     20       DHS TRIP     DHS TRIP - General     1     1     1     1     1       Expedited Passenger Screening Program     5     6     4     12     9     20     14     70	Civil Rights - Racial Profiling or Discrimina	1								1			1	3
Customer Service         2         1         1         3         4         5         4         1         21           Customer Service - CSM         1         1         3         3         5         4         1         20           Customer Service - TSO         2         1         1         3         3         5         4         1         20           DHS TRIP         1 <td< td=""><td></td><td></td><td>nder</td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td></td<>			nder					1						
Customer Service - CSM         1         1         1           Customer Service - TSO         2         1         1         3         3         5         4         1         20           DHS TRIP         1         <	· · · · · · · · · · · · · · · · · · ·						1		3	4	5	4	1	
Customer Service - TSO         2         1         1         3         3         5         4         1         20           DHS TRIP         1 <td< td=""><td></td><td>_</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td></td><td></td></td<>		_										-		
DHS TRIP         1         1           DHS TRIP - General         1         1           Expedited Passenger Screening Program         5         6         4         12         9         20         14         70		2					1	1	2		5	Л	1	
DHS TRIP - General         1         1         1           Expedited Passenger Screening Program         5         6         4         12         9         20         14         70							I	1	J	J		4	1	
Expedited Passenger Screening Program         5         6         4         12         9         20         14         70														
							-	^	A	40		00	4.4	
Expedited Passeriger Screening Program - 1-SA Application Program 2 1 2 3 8		TCA A!'	otion D-	arom				р	4		9			
	Expedited Passenger Screening Program	- I SA Applic	auon Pro	yram			2			1		2	3	8

ries	10-Oct 11-		12-Dec	t Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
			550	J. Juli	J2 . 00	3	6 6			9	18	•	
Expedited Passenger Screening Program	- TSA Precheck					3	0		11	9	18	11	
Locks								1					
Locks - Missing or Damaged Lock								1					
Lost and Found				1			1						
Lost and Found - Airport/TSA				1			1						
Mishandling of Passenger Property	4	1			2		2	4	4			1	
Mishandling of Passenger Property - Dam	2				1			2					
Mishandling of Passenger Property - Dam	2	1			1		1	1	4				
Mishandling of Passenger Property - Dam		msUns	pecified L	uggage								1	
Mishandling of Passenger Property - Disa							1	1					
No Jurisdiction		,						1					
No Jurisdiction - Refer to CBP								1					
Patdown						1		- '	1	1			
									- 1	- 1			
Patdown - Flyer						1							
Patdown - Flyer as Observer									1	1			
Persons w/ Disabilities (PWD)									1			2	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not WI	neelchair	or Scoote	er)					1				
Prohibited & Permitted Items	, i								1				
Prohibited & Permitted Items - Food/Beve	rages								1				
Property - Special Handling	3	1		2		2			2	2	1		
Property - Special Handling - Damaged Ite				2					1		•		
Property - Special Handling - Damaged It		1				1				1			
		- 1				1			1	- '	- 1		
Property - Special Handling - Missing Item						- 1			1	-	1		
Property - Special Handling - Missing Item										1			
Screening	1	1	2	1				2	3	4	2		
Screening - Inconsistency				1							1		
Screening - Lengthy Lines		1							1				
Screening - Procedures/Process	1		2					2	2	4	1		
022	45	33	47	43	35								
Advanced Imaging Technology (AIT)				1									
				1									
Advanced Imaging Technology (AIT) - Fly	er												
Advanced Imaging Technology (AIT) - Fly Airline	er			1									
Airline	er			1									
Airline Airline - Policy/Regulations/Service	er			1									
Airline Airline - Policy/Regulations/Service Civil Rights				1									
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina	ation	1	2	1 1	1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	ation 7	1	2	1	1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	ation 7			1 1 1 2									
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	ation 7 3 4	1	2	1 1 1 2	1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 7 3 4 33	1 31		1 1 1 2									
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du	1	2	1 1 1 2	1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du	1 31	2	1 1 1 2	1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du - DoD	1 31	2 43	1 1 1 2	1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du - DoD 2	1 31 1	2 43	1 1 1 2 2 2 35	1 29								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du - DoD 2 31	1 31 1	2 43 1 5	1 1 1 1 2 2 35	1 29								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du - DoD 2 31	1 31 1 3 26	2 43 1 5	1 1 1 1 2 2 35	1 29								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ation 7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS	1 31 1 3 26 1	2 43 1 5 37	1 1 1 2 2 35	1 29								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation 7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS	1 31 1 3 26 1	2 43 1 5 37	1 1 1 1 2 2 35	1 29 1 28								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	ation 7 3 4 4 33 - Active Du - DoD 2 31 - TSA/DHS agged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37	1 1 1 1 2 2 35 1 34	1 29 1 28								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	ation 7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS aged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37	1 1 1 2 2 35	1 29 1 28								
Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M	ation 7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS aged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1	1 1 1 1 2 2 35 1 34	1 29 1 28								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items	ation  7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS aged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1 1	1 1 1 2 2 35	1 29 1 28								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items	ation  7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS aged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1	1 1 1 2 2 35	1 29 1 28 1 1 1 1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge	ation  7 3 4 33 - Active Du - DoD  2 31 - TSA/DHS  agged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1 1	1 1 1 2 2 35	1 29 1 28								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items	ation  7 3 4 33 - Active Du - DoD  2 31 - TSA/DHS  agged/Missing Ite	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1 1	1 1 1 2 2 35	1 29 1 28 1 1 1 1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge	ation  7 3 4 33 - Active Du - DoD  2 31 - TSA/DHS  agged/Missing Ite  fedical Devices   s/Aerosols 3 2	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1 1	1 1 1 2 2 35	1 29 1 28 1 1 1 1 1 2 2								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten	ation 7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS agged/Missing Ite	1 31 1 3 26 1 msChe	2 43 1 5 37 cked Baç 1 1	1 1 1 2 2 35	1 29 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								
Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	ation  7 3 4 33 - Active Du - DoD  2 31 - TSA/DHS  agged/Missing Ite  fedical Devices   s/Aerosols 3 2	1 31 1 3 26 1	2 43 1 5 37 cked Baç 1 1	1 1 1 2 2 35 1 34 1 1 1	1 1 28 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1								
Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten	ation 7 3 4 33 - Active Du - DoD 2 31 - TSA/DHS agged/Missing Ite	1 31 1 3 26 1 msChe	2 43 1 5 37 cked Baç 1 1	1 1 1 1 2 2 35 1 34	1 29 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NA	5	3	2	4	4	3	2	3	3	1	1	3	:
2019					2	2		2	2	1	1	1	
Civil Rights										1	1		
Civil Rights - Racial Profiling or Discrimina	ation									1	1		
Customer Service					1			1					
Customer Service - TSO					1			1					
Mishandling of Passenger Property					1				1				
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage	1								
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d					1				
Property - Special Handling	-					2							
Property - Special Handling - Damaged Ite	ems - Check	ed				1							
Property - Special Handling - Missing Item	s - Checke	1				1							
Screening								1	1			1	
Screening - Crew Member or Airline Empl	oyee								1				
Screening - Procedures/Process								1				1	
2020	3		1	1		1	1	1				1	
Civil Rights				1								1	
Civil Rights - Age												1	
Civil Rights - Racial Profiling or Discrimina	ation			1									
Customer Service			1										
Customer Service - TSO			1										
Locks						1							
Locks - Missing or Damaged Lock						1							
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening	2						1	1					
Screening - Lengthy Lines	1							1					
Screening - Procedures/Process	1						1						
2021				1			1		1			1	
Airline				•					1				
Airline - Policy/Regulations/Service									1				
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Prohibited & Permitted Items				1			1						
Prohibited & Permitted Items - Food/Beve	rages			1			1						
2022	2	3	1	2	2								
Expedited Passenger Screening Program	2	1											
Expedited Passenger Screening Program	2	1											
Screening		2											
Screening - Lengthy Lines		1											
Screening - Procedures/Process		- 1											

			I SA CUIILA	ct Center (	TCC) Data	1001 - FOIF	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CYS	1		1		3	2		1	1	1	1	1	1
2019					1	1		1	1	1	1	1	
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property					1						1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Bag	ggage							1		
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checke	d	1								
Patdown						1						1	
Patdown - Flyer						1						1	
Screening								1		1			
Screening - Procedures/Process										1			
Screening - Security Breach								1					
2020	1				1	1							
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property	1				1								
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d	1								
2021			1		1								
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										

a wie o	40.0 1 11	NI		1	Data Tool						10 A	^ ^
ories												9-Sep
3 2019	7	13	9	5 1	9	13	5 4	8 6	9	4	7 2	7 2
Civil Rights				7	1	5 1	4	ь	2	3	2	2
Civil Rights - Racial Profiling or Discrimina	ation					1						
Customer Service	auon						1			1		
Customer Service - TSO							1			1		
Locks						1	- 1			- '		
Locks - Missing or Damaged Lock						1						
Lost and Found								1				
Lost and Found - Airport/TSA								1				
Mishandling of Passenger Property							2	1		1	2	1
Mishandling of Passenger Property - Dam	 	me Chack	red Bangan	Δ			2	1		1	2	- 1
Mishandling of Passenger Property - Disa				<u> </u>				1		- '		1
Patdown		arry-orr or c	Jilconcu			3	1	1	1			
Patdown - Flyer						3	1	1	1			
Persons w/ Disabilities (PWD)						3	- 1	- 1	1			
Persons w/ Disabilities (PWD) - Internal N	Andinal Davison								1			
Property - Special Handling	l ledical Devices				1			2	1	1		
· · · · · · · · · · · · · · · · · · ·	Charles d				1			2		- 1		
Property - Special Handling - Damaged It					1			2		4		
Property - Special Handling - Missing Iten	ns - Checked			4						1		
Screening				1				1				1
Screening - Inconsistency				1								
Screening - Procedures/Process								1				1
2020	2	2	4			4			2	1	2	
Civil Rights	L								1			
Civil Rights - Racial Profiling or Discrimina	ation								1			
Customer Service		1	1			1					1	
Customer Service - TSO		1	1			1					1	
Locks	1											
Locks - Missing or Damaged Lock	1											
Mishandling of Passenger Property	1	1	1			1					1	
Mishandling of Passenger Property - Dam	naged/Missii	1				1						
Mishandling of Passenger Property - Dam	1		1								1	
Patdown			1									
Patdown - Flyer			1									
Property - Special Handling						2			1			
Property - Special Handling - Damaged It	ems - Checked					1						
Property - Special Handling - Missing Iten						1			1			
Screening										1		
Screening - Procedures/Process										1		
TSA Contact Information			1									
TSA Contact Information - General			1									
2021		3	2	2	2	4	1	2	5		3	5
	1											
	1	•				•		1				1
Civil Rights Civil Rights - Hair Patdowns	1		_	_								1
Civil Rights Civil Rights - Hair Patdowns			_	_								
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity			1	_				1				
Civil Rights Civil Rights - Hair Patdowns								1				
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims			1	1	1	1		1				
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service			1					1				
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO			1	1	1	1		1			3	1
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transgend	er	1	1	1	1		1	5		3	
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transgend	er //ember	1	1	1	1		1 1	5		1	2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transgend	er //ember	1	1	1 1	1		1				1
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	- Not Transgend	er //ember	1	1	1 1	1		1 1	5		1	2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General	- Not Transgend	er //ember	1	1	1 1	1 1		1 1	5		1	2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property	- Not Transgend - Known Crew N - TSA PreCheck	er //ember	1 1	1 1	1 1	1 1		1 1	5		1	2 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transgend - Known Crew N - TSA PreCheck	er //ember	1 1	1 1	1 1	1 1		1 1	5		1	2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction	- Not Transgend - Known Crew N - TSA PreCheck	er //ember	1 1 sked Baggag	1 1	1 1	1 1		1 1	5		1	2 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other	- Not Transgend - Known Crew N - TSA PreCheck	er //ember	1 1	1 1	1 1	1 1 1		1 1	5		1	2 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	- Not Transgend - Known Crew N - TSA PreCheck	er //ember	1 1 sked Baggag	1 1	1 1	1 1 1 1		1 1	5		1	2 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	- Not Transgend - Known Crew N - TSA PreCheck	er Member ( emsCheck	1 1 sked Baggag	1 1	1 1	1 1 1	4	1 1	5		1	2 2 1 1
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling	- Not Transgend  - Known Crew N  - TSA PreCheck	er //ember	1 1 sked Baggag	1 1	1 1	1 1 1 1	1	1 1	5		1	2 2 1 1
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Civil Rights Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach  2022 Civil Rights - Racial Profiling or Discrimin. Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transgend  - Known Crew M - TSA PreCheck  agged/Missing Ite  ems - Checked ns - Carry-C ns - Checke  1 4 ation 2 - TSA Appl 2	ersCheck  2  1 1 1 8	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 2 2 1	1 1 1 1 1 1 5	1 1 1 1 1 1		1 1	5		1	2 2 1 1
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Civil Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Claims Claims - General Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - General Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	- Not Transgend  - Known Crew M - TSA PreCheck  aaged/Missing Ite  ems - Checked as - Carry-C as - Checke  1 4 ation 2 - TSA Appl 2 1 1 1 ems - Checked 1 ems - Checked	2 1 1 1 8 6 2 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 2 2 1 1 1	1 1 1 1 1 1 5	1 1 1 1 1 1		1 1	5		1	2 2 1 1

pries	10-Oct 1					- FOIA							
		1-Nov 1:	2-Dec 0	1-Jan 02	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	75	107	93	97	89	65	50	73	57	98	86	74	96
			•	24	27	28	28	40	24	40		25	27
2019								40		40			
Civil Rights				4	1	1	1		1		1	1	1
Civil Rights - Hair Patdowns					1								
Civil Rights - Racial Profiling or Discrimina	ation			3		1	1		1		1		
Civil Rights - Screening of Religious Cultu	ıral and Cerem	onial Items		1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der										1	
Customer Service				4	7	5	2	10	5	8	3	6	5
Customer Service - Others								1				1	
Customer Service - TSO				4	7	5	2	9	5	8	3	5	
				4	- /			9	5	8	3	5	4
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domest	ic					1							
Locks				1			1		1	2	2		
Locks - Missing or Damaged Lock				1			1		1	2	2		
Lost and Found				1			1		1				
Lost and Found - Airport/TSA				1			1		1				
Mishandling of Passenger Property				5	6	11	8	6	3	12	7	7	6
	1/2 4:				0				3			- /	
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry	-on Lug	1		3	1	1		2	2		1
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bag	4	4	6	6	5	3	9	5	7	4
Mishandling of Passenger Property - Disa					2	2	1			1			
	l	Jan y-on or	oncorca					0	-			4	
Patdown					2	1	4	2	1	4	3	1	1
Patdown - Children					1								
Patdown - Flyer					1	1	3	1	1	4	3	1	1
						- '	1	1	'				'
Patdown - Non-Flyer													
Persons w/ Disabilities (PWD)				1	1	2	1	5		1	3	2	1
Persons w/ Disabilities (PWD) - Cancer (c	general) Not Br	east Cancer						1					
Persons w/ Disabilities (PWD) - Cognitive					1								
	, 2010iopinioni	a, , ivicinai L	.Jubility	4	1								
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - General											2		
Persons w/ Disabilities (PWD) - Internal M	ledical Devices	3										1	
			or Sonator'									1	
Persons w/ Disabilities (PWD) - Mobility E		viriceichaif (	n occorer)			1						1	
Persons w/ Disabilities (PWD) - Ostomy/0						1					1		
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees an	nd Casts								1			
Persons w/ Disabilities (PWD) - Respirato								1					
. , ,													
Persons w/ Disabilities (PWD) - Touch Av								1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway					1	2					
Property - Special Handling				6	6	6	7	11	8	8	10	4	6
Property - Special Handling - Damaged Ite	ome Corny Or				1					2		1	
Property - Special Handling - Damaged Ite	ems - Checked				3	2	3	4	3	1	4	1	2
Property - Special Handling - Missing Item	ns - Carry-On			1	1	1	2	1	2		3	1	1
Property - Special Handling - Missing Item				5	1	3	2	6	3	5	2	1	2
	I				- '-	- 0		0					
Request for Assistance												1	
Request for Assistance - Other												1	
Screening				2	4	1	3	6	4	5	5	3	3
					•			1					
Screening - Inconsistency													
									1	1		2	
Screening - Lengthy Lines					1								
				2	3		3	5	3	3	5	1	
Screening - Procedures/Process				2		1	3	5	3				2
Screening - Procedures/Process Screening - Security Breach					3	1				1		1	2
Screening - Procedures/Process Screening - Security Breach	29	42	47	39		21	3	5 2	3 11	1 18	16		26
Screening - Procedures/Process Screening - Security Breach	<b>29</b>	42	<b>47</b>		3					1	16	1	26
Screening - Procedures/Process Screening - Security Breach  Civil Rights	1	42	2	<b>39</b>	3	<b>21</b>				1 18	16	1	2 26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina	1 ation	42		39	3	21				1 18 1	<b>16</b>	1	26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	1 ation 1	42	2	<b>39</b> 2 1	3	<b>21</b>				1 18	<b>16</b>	1	26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina	1 ation 1	42	2	<b>39</b>	3	<b>21</b>				1 18 1	<b>16</b>	1	26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	1 ation 1	<b>42</b>	2	<b>39</b> 2 1	3	<b>21</b>				1 18 1	<b>16</b> 1 1	1	2 26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra Customer Service	ation 1 1 nsgender 3	6	2 2 7	39 2 1	3 19	21 1 1 5				1 18 1 1	<b>16</b> 1 1	1	2 <b>26</b>
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO	1 ation 1 nsgender	6	2 2 7 7	39 2 1 1 4 4	3 <b>19</b> 2 2 2	21 1 1 5 5	3			1 18 1 1 2 2	16 1 1	17	2 26 3 3 3
Screening - Procedures/Process Screening - Security Breach  O  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks	ation 1 1 nsgender 3	6	2 2 7	39 2 1 1 4 4 1	3 <b>19</b> 2 2 3	21 1 1 5	3			1 18 1 1 2 2 1	16 1 1 4 4	1 17	2 <b>26</b> 3 3 3 1
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO	ation 1 1 nsgender 3	6	2 2 7 7	39 2 1 1 4 4	3 <b>19</b> 2 2 2	21 1 1 5 5	3			1 18 1 1 2 2	16 1 1 4 4	17	2 <b>26</b>
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	ation 1 1 nsgender 3	6 6 1	2 2 7 7 1	39 2 1 1 4 4 1	3 <b>19</b> 2 2 3	21 1 1 5 5	3			1 18 1 1 2 2 1	16 1 1 4 4	1 17	26 26 3 3 3 1 1 1
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	ation 1 1 nsgender 3	6 6 1	2 2 7 7 1	39 2 1 1 4 4 1 1	3 <b>19</b> 2 2 3	21 1 1 5 5	3			1 18 1 1 2 2 1	16 1 1 4 4	1 17	26
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 ation 1 nsgender 3 3	6 6 1	2 2 7 7 1	39 2 1 1 4 4 1 1 1	3 19 2 2 2 3 3	21 1 1 5 5 1	3	2	11	1 18 1 1 2 2 2 1	16 1 1 1	1 17 3 3	2 <b>e</b> 2e 3 3 1 1
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found	ation 1 1 nsgender 3	6 6 1	2 2 7 7 1	39 2 1 1 4 4 1 1	3 <b>19</b> 2 2 3	21 1 1 5 5	3			1 18 1 1 2 2 1	16 1 1 1	1 17	26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 ation 1 nsgender 3 3	6 6 1	2 2 7 7 1 1	39 2 1 1 4 4 1 1 1 1 1	3 19 2 2 2 3 3	21 1 1 5 5 1	3	2	11	1 18 1 1 2 2 2 1	16 1 1 1	1 17 3 3	26
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 ation 1 nsgender 3 3 3	6 6 1 1 1 9 9 1	2 2 7 7 1 1 1 16 2	39 2 1 1 4 4 1 1 1 1 1 1 0 2	3 19 2 2 2 3 3 3	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 1 4 4 4	1 17 3 3 3	26 266 33 33 11 11
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 ation 1 nsgender 3 3 3	6 6 1 1 1	2 2 7 7 1 1 1 16 2 12	39 2 1 1 4 4 1 1 1 1 1 10 2	3 19 2 2 2 3 3 3	21 1 1 5 5 1	3	2	11	1 18 1 1 2 2 2 1	16 1 1 1 4 4 4 1 1 2	1 17 3 3 3 3 3 2	26
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 ation 1 nsgender 3 3 3	6 6 1 1 1 9 9 1	2 2 7 7 1 1 1 16 2	39 2 1 1 4 4 1 1 1 1 1 1 0 2	3 19 2 2 2 3 3 3	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 1 4 4 4	1 17 3 3 3	26
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 ation 1 nsgender 3 3 3	6 6 1 1 1	2 2 7 7 1 1 1 16 2 12	39 2 1 1 4 4 1 1 1 1 1 10 2	3 19 2 2 2 3 3 3	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 1 4 4 4 1 1 2	1 17 3 3 3 3 3 2	26 26 3 3 1 1
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 ation 1 nsgender 3 3 3 4 5 6 aged/Missil 5 1	6 6 1 1 1 9 1 7	2 2 7 7 1 1 1 16 2 12 2 5	39 2 1 1 4 4 1 1 1 1 1 1 2 7	3 19 2 2 2 3 3 3 8 1 5	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 1 4 4 4 1 1 2	1 17 3 3 3 3 3 2	2 2 2 6 3 3 3 3 1 1 1 1 1 6 6 5 5 1 1
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	1 ation 1 nsgender 3 3 3 3 3 4 5 5 5 1 4	6 6 1 1 1 9 1 7 7 1 4	2 2 7 7 1 1 1 16 2 12 2 5	39 2 1 1 4 4 1 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 1 4 4 4 1 1 2	1 17 3 3 3 3 3 2	2 2 6 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer	1 ation 1 nsgender 3 3 3 4 5 6 aged/Missil 5 1	6 6 1 1 1 9 1 7	2 2 7 7 1 1 1 16 2 12 2 5 1 4	39 2 1 1 4 4 1 1 1 1 1 1 2 7	3 19 2 2 2 3 3 3 8 1 5	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 1 4 4 4 1 1 2	1 17 3 3 3 3 3 2	26
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	1 ation 1 nsgender 3 3 3 3 3 4 5 5 5 1 4	6 6 1 1 1 9 1 7 7 1 4	2 2 7 7 1 1 1 16 2 12 2 5	39 2 1 1 4 4 1 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	11	1 18 1 1 1 1 2 2 2 1 1 1 1 4	16 1 1 4 4 1 2	1 17 3 3 3 3 3 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	1 ation 1 nsgender 3 3 3 3 3 4 4 4	6 6 1 1 1 9 1 7 1 4	2 2 7 7 1 1 1 16 2 12 2 5 1 4	39 2 1 1 4 4 1 1 1 1 10 2 7	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	266 33 33 11 11 11 11
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 ation 1 nsgender 3 3 3 4 5 5 6 agged/Missil 4 4 1 1	6 6 1 1 7 1 7 1 4	2 2 7 7 1 1 1 16 2 12 2 5 1 4	39 2 1 1 4 4 1 1 1 1 10 2 7	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2	1 17 3 3 3 3 3 2	26
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer  Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	1 ation 1 nsgender 3 3 3 3 4 4 4 4 1 1 r Necessary	6 6 1 1 1 9 1 7 1 4 4 4	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	26
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer  Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 ation 1 nsgender 3 3 3 3 4 4 4 4 1 1 r Necessary	6 6 1 1 7 1 7 1 4	2 2 7 7 1 1 1 16 2 12 2 5 1 4	39 2 1 1 4 4 1 1 1 1 10 2 7	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D	1 ation 1 nsgender 3 3 3 3 4 4 4 4 1 1 Necessary Disability (Necessary Disability (Neces	6 6 1 1 1 9 1 7 1 4 4 4 4 4	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer  Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi	1 ation 1 nsgender 3 3 3 3 3 4 4 4 1 1 Necessary Disability (Nes/Amputees and 1 satisfies and	6 6 1 1 1 9 1 7 1 4 4 4 4 4	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 3 3 1 1 2	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im	1 ation 1 nsgender 3 3 3 3 4 4 4 1 1 Necessary Disability (Ns/Amputees an pairment	6 6 1 1 1 9 1 7 1 4 4 4 4 4	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 3 3 1 1 2	3	1	3 3	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer  Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi	1 ation 1 nsgender 3 3 3 3 4 4 4 1 1 Necessary Disability (Ns/Amputees an pairment	6 6 1 1 1 9 1 7 1 4 4 4 4 4	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 3 3 1 1 2	3	1	3 3	1 18 1 1 1 1 2 2 1 1 1 1 1 4 4 4	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  20 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im	1 ation 1 nsgender 3 3 3 3 4 4 4 1 1 Necessary Disability (Ns/Amputees an pairment	6 6 1 1 1 9 1 7 1 4 4 4 4 4	2 2 7 7 1 1 1 16 2 12 2 5 1 1 4 2	39 2 1 1 4 4 1 1 1 1 1 1 0 2 7 1 2 1	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 3 3 1 1 2	3	1	3 3	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 1 2 1	1 17 3 3 3 3 3 2	26
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im	1 ation 1 nsgender 3 3 3 3 4 4 4 1 1 Necessary Disability (Niss/Amputees an pairment 1 8	6 6 1 1 7 1 4 4 4 4 4 7	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2 1	3 19 2 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 5 1 1 1 2	1 1	1 1	3 3 1	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  200  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer  Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	1 ation 1 nsgender 3 3 3 3 4 4 4 4 1 1 r Necessary Disability (Nrs/Amputees an pairment 1 8 1 1	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 and Casts	2 2 7 7 7 1 1 1 1 2 2 5 1 4 2 1 1	39 2 1 1 4 4 4 1 1 1 1 10 2 7 1 1 2	3 19 2 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 5 1 1 1 2	1 1	1 1	3 3 1 1 5	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 2 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im	1 ation 1 nsgender 3 3 3 3 3 4 4 4 4 1 1 Necessary Disability (Nes/Amputees an pairment 1 8 1 2	6 6 1 1 7 1 4 4 4 4 4 7	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2	39 2 1 1 4 4 4 1 1 1 1 1 0 2 7 1 2 1	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 2	1 1	1 1	3 3 1	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 3 2 1 1 9 9 3 3	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt	1 ation 1 nsgender 3 3 3 3 3 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 and Casts	2 2 7 7 7 1 1 1 1 2 2 5 1 4 2 1 1	39 2 1 1 4 4 4 1 1 1 1 10 2 7 1 1 2 1 1	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 2	1 1	1 1	3 3 1 1 5	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 3 2 1 1 9 9 3 3	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer  Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 ation 1 nsgender 3 3 3 3 3 3 3 4 4 4 4 1 1 Necessary Disability (Nes/Amputees an pairment 1 8 8 1 2 2 2	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 ad Casts	2 2 7 7 7 1 1 1 16 2 12 2 5 1 1 4 2 1 1	39 2 1 1 4 4 1 1 1 1 10 2 7 1 2 1 2 1	3 19 2 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 2	1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 1 2 1	1 17 3 3 3 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 ation 1 nsgender 3 3 3 3 3 3 4 4 4 1 1 Necessary Disability (Nes/Amputees an pairment 1 8 8 1 2 2 2 3 3	6 6 1 1 1 9 1 7 1 4 4 4 4 4 4 4 5 8 8	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 1 1 1 1 1 1	3 19 2 2 3 3 8 1 5 2 1 1	21 1 1 1 5 5 5 1 1 1 2	1 1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 1 1 1 9 9 3 2 4	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 ation 1 nsgender 3 3 3 3 3 3 3 4 4 4 4 1 1 Necessary Disability (Nes/Amputees an pairment 1 8 8 1 2 2 2	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 ad Casts	2 2 7 7 7 1 1 1 16 2 12 2 5 1 1 4 2 1 1	39 2 1 1 4 4 1 1 1 1 10 2 7 1 2 1 2 1	3 19 2 2 3 3 3 8 1 5 2 1	21 1 1 1 5 5 1 1 1 2	1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 1	2 266 3 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 ation 1 nsgender 3 3 3 3 3 4 4 4 1 1 Necessary Disability (Niss/Amputees an pairment 1 8 1 2 2 3 6 6	6 6 1 1 1 9 1 7 1 4 4 4 4 4 4 4 5 8 8	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 1 1 1 1 1 1	3 19 2 2 3 3 8 1 5 2 1 1	21 1 1 1 5 5 5 1 1 1 2	1 1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 1 1 1 9 9 3 2 4	2 26 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Security Breach  120  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa  Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 ation 1 nsgender 3 3 3 3 4 4 4 1 1 Necessary Disability (Nis/Amputees an pairment 1 8 1 2 2 2 3 6 1 1	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 3 d Casts	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 1 1 1 1 1 1	3 19 2 2 3 3 8 1 5 2 1 1	21 1 1 1 5 5 5 1 1 1 2	1 1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 1 1 1 9 9 3 2 4	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	1 ation 1 nsgender 3 3 3 3 3 4 4 4 1 1 Necessary Disability (Niss/Amputees an pairment 1 8 1 2 2 3 6 6	6 6 1 1 1 1 9 1 7 7 1 4 4 4 4 4 4 1 3 3 and Casts 8 8 2 1 5 5 10 2 2	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 1 1 1 1 1 1	3 19 2 2 3 3 8 1 5 2 1 1	21 1 1 1 5 5 5 1 1 1 2	1 1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 1 1 1 9 9 3 2 4	2 <b>26</b>
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 ation 1 nsgender 3 3 3 3 4 4 4 1 1 Necessary Disability (Nis/Amputees an pairment 1 8 1 2 2 2 3 6 1 1	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 3 d Casts	2 2 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 1 1 1 1 1 1	3 19 2 2 3 3 8 1 5 2 1 1	21 1 1 1 5 5 5 1 1 1 2	1 1 1	1 1	3 3 1 1 5 1 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 1 1 1 9 9 3 2 4	2 26 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 3 3 3 3
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 ation 1 nsgender 3 3 3 3 4 4 4 4 1 1 4 1 1 1 8 1 1 2 2 2 3 3 6 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 and Casts 8 2 1 1 5	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 3 8 5	3 19 2 2 3 3 3 8 1 5 2 1 1 1 3	21 1 1 1 5 5 5 1 1 1 2 1 1 2 1 1 4 1	1 1 1 1	1 1	11 3 3 3 1 1 5 1 2 2 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 3 2 1	266 33 33 11 11 11 77 77 11 13 33 33
Screening - Procedures/Process Screening - Security Breach  220  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Customer Service Customer Service - TSO  Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	1 ation 1 nsgender 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 ad Casts 8 2 1 1 5 1 3	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1 1 1 1	39 2 1 1 4 4 1 1 1 1 1 1 2 7 1 1 2 1 1 1 1 1 1 1 1 1	3 19 2 2 3 3 8 1 5 2 1 1 1 3 3	21 1 1 1 5 5 5 1 1 1 2 1 1 2 1 4 4	1 1 1 1	1 1 1	3 3 3 1 1 2 2 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 3 1 1 9 9 3 2 4 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Screening - Procedures/Process Screening - Security Breach  O20  Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 ation 1 nsgender 3 3 3 3 4 4 4 4 1 1 4 1 1 1 8 1 1 2 2 2 3 3 6 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 1 1 1 9 1 7 1 4 4 4 4 4 1 3 and Casts 8 2 1 1 5	2 2 7 7 7 1 1 1 16 2 12 2 5 1 4 2 1 1 1	39 2 1 1 4 4 4 1 1 1 1 1 1 2 7 1 2 1 1 1 1 3 8 5	3 19 2 2 3 3 3 8 1 5 2 1 1 1 3	21 1 1 1 5 5 5 1 1 1 2 1 1 2 1 1 4 1	1 1 1 1	1 1	11 3 3 3 1 1 5 1 2 2 2	1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	16 1 1 4 4 4 1 2 1	1 17 3 3 3 3 2 1	2 26 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

		TSA	Contact C	enter (TCC	C) Data Tool	- FOIA							
ategories	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0	2-Feb 03	3-Mar 04	4-Apr 05	-May 06	-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Constitutional Rights											1		
Civil Rights - Racial Profiling or Discrimir	nation	1	1		2		1	1	1				
Customer Service	2	2	4	2	3		3	6	3	6	3	3	37
Customer Service - TSO	2	2	4	2	3		3	6	3	6	3	3	37
Duplicate E-mail			4		3		3	0	J	0		3	
											1		
Duplicate E-mail - General											1		
Expedited Passenger Screening Program						4	4	9	6	22	28	18	9
Expedited Passenger Screening Program	n - DoD									1			
Expedited Passenger Screening Program		ion Program	1					1		1	3	1	
			1						_				
Expedited Passenger Screening Program						3	4	7	6	19	25	17	8
Expedited Passenger Screening Program	n - TSA/DHS Em	nployees - C	pt In			1		1		1			
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										
			1			-							
Identification (ID) Requirements						1	1						
Identification (ID) Requirements - Domes	tic					1	1						
Locks	1	1					1	1		1			
Locks - Missing or Damaged Lock	1	1					1	1		1			
			4	0		4	'		0			0	
Mishandling of Passenger Property	2	3	1	2		1		1	2			2	1
Mishandling of Passenger Property - Dan	naged/Missiı	1											
Mishandling of Passenger Property - Dan	n 2	2	1	2		1		1	1			2	1
Mishandling of Passenger Property - Disa									1				
	arrayed itemsC	arry-on or o	Silecked										
No Jurisdiction				1				1			1		
No Jurisdiction - No Referral								1					
No Jurisdiction - Refer to Other				1							1		
				1							- 1		
No Subject													
No Subject - General				1									
Patdown	2		1			1		1				1	
Patdown - Children	_					1							
	_					1							
Patdown - Flyer	2							1				1	
Patdown - General			1										
Persons w/ Disabilities (PWD)	1					2		3	2			2	1
	'												
Persons w/ Disabilities (PWD) - General						1		1					
Persons w/ Disabilities (PWD) - Internal I	Medical Devices											1	
Persons w/ Disabilities (PWD) - Medical	Devices - Attach	ned to the B	odv			1							
Persons w/ Disabilities (PWD) - Medicall				Sunnlies					1			1	
				upplies					- 1				
Persons w/ Disabilities (PWD) - Mobility			or Scooter)					1					
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees an	d Casts						1					
Persons w/ Disabilities (PWD) - Service	A 1												
Persons w/ Disabilities (PWD) - Wheelch		an 1 an 1							4				
	iaii/ Scoolei/ Se	gway							1				
Prohibited & Permitted Items			1				1						
Prohibited & Permitted Items - Breast Mil	k/Baby Formula	/Breast Pun	np				1						
Prohibited & Permitted Items - Lighters/M			1										
	_	0	'		4		0	0	7	-	-		
Property - Special Handling	9	3			1	4	3	6	7	5	1		3
Property - Special Handling - Damaged I	te 1	1				1		1	3	1			
Property - Special Handling - Damaged I	te 3	2				1	2		1	1	1		1
Property - Special Handling - Missing Iter						1		1	2	1			
					-								
Property - Special Handling - Missing Iter					1	1	1	4	1	2			1
Screening	4	2			3	3	5	2	1	5	1	6	3
Screening - Children						1							
	1				2	•	2			1		2	
Screening - Inconsistency	1									- 1			
Screening - Lengthy Lines					1								
Screening - Procedures/Process	3	1				2	3	1	1	4	1	4	2
Screening - Retrieving Abandoned/Confis								1					
	I							1					
Screening - Security Breach		1											
2022	25	53	36	28	34								17
Airline		3		1									
		1											
Airline - Lost Baggage													
Airline - Policy/Regulations/Service		2		1									
Customer Service	3	10	3	2	3								2
Customer Service - TSO	3	10	3	2	3								- 2
Expedited Passenger Screening Program	17	33	28	19	27								12
Expedited Passenger Screening Program	n - DoD		1										
Expedited Passenger Screening Program	1 1		1	1	3								
Expedited Passenger Screening Program		33	26	18	24								11
		33	20	10	24								
Expedited Passenger Screening Program													
Locks	1												
Locks - Missing or Damaged Lock	1												
	'				4								
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Mishandling of Passenger Property		2											
Mishandling of Passenger Property - Dan	naged/Missi	1											
Mishandling of Passenger Property - Dan	naged/Missii	1											
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
			4	4									
Patdown		1	1	1									
Patdown - Flyer		1	1										
Patdown - Flyer as Observer				1									
•	4		2	*									
Persons w/ Disabilities (PWD)	1		2										
Persons w/ Disabilities (PWD) - Medicall	y 1												
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates		1										
Persons w/ Disabilities (PWD) - Prosthes		d Casts	1										
	norminpulees all		ı										
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Alcohol ar	nd Tobacco	1											
Property - Special Handling	3	1	2	1	1								
		1	2										
Property - Special Handling - Damaged II		1			1								
Property - Special Handling - Missing Iter	n 1			1									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	1												1
Screening		1		4	2								7
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1		3	2								6

Categories	40.0-4	44 Nav					Tool - FOIA		OF Marr	00 1	07 11	00 4	00 0	Tatal
		11-Nov			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	16	1	2	8	15	15	8	12	7	9	15	7	5	129
2019					6	4	4	9	4	6	7	3	3	46
Civil Rights					1	1		2			1			5
Civil Rights - National Origin								1						1
Civil Rights - Racial Profiling or Discrimina	ation				1	1								2
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transge</li> </ul>	nder						1						1
Civil Rights - Transgender Screening											1			1
Customer Service					2			2		2	3	1		10
Customer Service - Others								1						1
Customer Service - TSO					2			1		2	3	1		9
Locks					1								1	2
Locks - Missing or Damaged Lock					1								1	2
Mishandling of Passenger Property					1			2		3		1	1	8
Mishandling of Passenger Property - Dam	l Jaged/Missing	Items	Checked F	Rar	1			1		2				4
Mishandling of Passenger Property - Disa								1		1		1	1	4
Property - Special Handling	liayed itellis-	-Carry-C	JII OI CITEC	Reu	1	2	3	1	3	- 1	1	1	- 1	
	l omo Chooka	d			ı	2	1	ı	1		1	ı		12
Property - Special Handling - Damaged Ite		u			4	2		4			- 1	4		5
Property - Special Handling - Missing Item	is - Checked				1		2	1	2			1		7
Screening						1	1	2	1	1	2		1	9
Screening - Inconsistency						1							1	2
Screening - Lengthy Lines								2						2
Screening - Procedures/Process							1		1		2			4
Screening - Retrieving Abandoned/Confis	cated Items									1				1
2020	5		2	2	3	3	3				2	2	2	24
Civil Rights												1	1	2
Civil Rights - Constitutional Rights												1		1
Civil Rights - Racial Profiling or Discrimina	ation												1	1
Customer Service	1				1	2	1							5
Customer Service - Others	1				1		1							2
Customer Service - TSO	'				1	2	1							3
Locks			1				1							1
			1											
Locks - Missing or Damaged Lock			1											1
Mishandling of Passenger Property				_	1		1							2
Mishandling of Passenger Property - Dam	iaged/Missing	Items	-Checked I	Baç	1		1							2
Patdown	1													1
Patdown - Flyer	1													1
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Diabetes	1													1
Property - Special Handling	2			1	1						2	1		7
Property - Special Handling - Damaged Ite	1				1						1			3
Property - Special Handling - Missing Item	1			1							1	1		4
Screening	'		1	1		1	1				'		1	5
Screening - Lengthy Lines			1	1		1	'						'	2
			1	-		- 1	4						1	3
Screening - Procedures/Process			2	_			1	•				2	1	
2021	2		2	2		1	1	3	3	3	6			25
Civil Rights				1										1
Civil Rights - Headwear				1										1
Customer Service	1		1	1					1		1	1		6
Customer Service - TSO	1		1	1					1		1	1		6
Expedited Passenger Screening Program								2		1	4	1		8
Expedited Passenger Screening Program	- TSA PreCh	eck						2		1	4	1		8
Locks									1					1
Locks - Missing or Damaged Lock									1					1
Mishandling of Passenger Property						1		1			1			3
Mishandling of Passenger Property - Dam	ı aged/Missing	Items	Checked F	Badda	age	1					1			2
Mishandling of Passenger Property - Disa					5-			1						1
Patdown	l	ourry c	311 01 01100	ntou						1				1
Patdown - Flyer										1				1
•							4		4	- 1				
Persons w/ Disabilities (PWD)							1		1					2
Persons w/ Disabilities (PWD) - General	Davida e e e e e e e e	alas diri	Alex Dod				1							1
Persons w/ Disabilities (PWD) - Medical E		cnea to	rue Rody						1					1
Property - Special Handling	1													1
Property - Special Handling - Missing Item	1													1
Screening			1							1				2
Screening - Procedures/Process			1							1				2
2022	9		8	4	6	7								34
Civil Rights				1										1
Civil Rights - Civil Rights Violation (TSA E	mployee)			1										1
Customer Service			2			1								3
Customer Service - TSO			2			1								3
Expedited Passenger Screening Program	5		4	2	5	5								21
Expedited Passenger Screening Program  Expedited Passenger Screening Program			1	_	3	3								1
					- 1	2								
Expedited Passenger Screening Program				2	1	2								3 17
Expedited Passenger Screening Program	5		3	2	4	3								
Identification (ID) Requirements				1										1
Identification (ID) Requirements - Domest				1										1
Patdown	1													1
Patdown - Flyer	1													1
Persons w/ Disabilities (PWD)			1											1
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1											1
Property - Special Handling	3		1											4
Property - Special Handling - Damaged Ite	1		1											2
	1		1											1
Property - Special Handling - Damaged Ite														
Property - Special Handling - Missing Item	1													1
Screening					1	1								2
Screening - Procedures/Process					1	1								2

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DBQ		2	1			1					1	1	6
2019											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage							1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Checke	d										1	1
2020						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage		1							1
2022		2	1										3
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Screening			1										1
Screening - Procedures/Process			1										1

		TS	SA Contact Ce	enter (TCC	C) Data Tool	I - FOIA							
ategories	10-Oct	11-Nov	12-Dec 01	-Jan 0	02-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	174	197	199	163	210	122	86	114	140	125	174	146	1,850
2019				32	42	71	54	66	69	50	71	56	511
Advanced Imaging Technology (AIT)							V-1				1		1
Advanced Imaging Technology (AIT) - Fly	ег										1		1
Civil Rights				3	1	4	5	3	1	2	4	3	26
Civil Rights - Age						1	1						2
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion											2		2
	A!			4	4	4	0	4		4		4	
Civil Rights - Racial Profiling or Discrimina				1	1	1	2	1		1	2	1	10
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender		2		1	1		1				5
Civil Rights - Sexual Orientation - Not Tra	nsgender									1		1	2
Civil Rights - Transgender Screening							1	1				1	3
Customer Service				4	0	22	12		1.1	12	10		
				4	8	22	12	22	14	13	19	13	127
Customer Service - Others					2	1		3			2	1	9
Customer Service - TSO				4	6	21	12	19	14	13	17	12	118
Human Capital						1							1
Human Capital - Prospective Employment	with TCA					1							1
	WILLIOA					ı							
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domesti	С										1		1
Locks				2	2	5	1	1	3		4	4	22
				2	2	5	1		3		4		
Locks - Missing or Damaged Lock								1			4	4	22
Lost and Found				1	3	3	1	1	1	2		1	13
Lost and Found - Airport/TSA				1	3	3	1	1	1	2		1	13
Mishandling of Passenger Property				9	9	11	10	9	15	7	12	18	100
	ogod/NA:!	a Itomaa O	em com Liverino			- 11	10						
Mishandling of Passenger Property - Dam					1			1	1	2	1	2	8
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCh	ecked Baç	9	7	9	7	6	11	4	10	15	78
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked		1	2	3	2	3	1	1	1	14
Patdown	,	,		2	2	5	2	3	3	1	1	1	
													20
Patdown - Flyer				1	2	5	2	3	3	1	1	1	19
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				4	6	2	5	3	8	9	10	4	51
Persons w/ Disabilities (PWD) - Cancer (g	oporal) Not I	Proact Can	oor				1	1	1		10	-	
							- 1	I	- 1				3
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Mental	Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes					1		1			4	2		8
Persons w/ Disabilities (PWD) - General						1			1	1	1		4
Persons w/ Disabilities (PWD) - Internal M	Indical David	00									1		1
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ched to the	Body		1						1		2
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication a	and Medic	1	3	1	1	1	3		2	3	15
Persons w/ Disabilities (PWD) - Metal Imp							1			1			2
Persons w/ Disabilities (PWD) - Mobility D		+ \//baalabai	r or Cooot	2	1				1	2	1		7
			11 01 30001		- 1				- 1				
Persons w/ Disabilities (PWD) - Prosthesi								1			1		2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)										1	1
Persons w/ Disabilities (PWD) - Visual Im	nairment						1						1
Persons w/ Disabilities (PWD) - Wheelcha		200111011		1					2		1		4
	iii/ Scoolei/	Segway											
Property - Special Handling				2	8	6	7	13	13	7	8	8	72
Property - Special Handling - Damaged Ite	ems - Carry-0	On			1		1	2	1	1		1	7
Property - Special Handling - Damaged Ite	ems - Checke	ed			4	2		3	3	2	3	3	20
Property - Special Handling - Missing Item					2	1	1	1	4	2	1	3	15
				_									
Property - Special Handling - Missing Item	is - Checked			2	1	3	5	7	5	2	4	1	30
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening				5	2	12	11	11	11	9	11	4	76
ŭ .				5				- 11	- 11	9	11	4	
Screening - Children						1	1						2
Screening - Inconsistency					1		1	1	1			2	6
Screening - Lengthy Lines								1	1				2
				-	4	40	^				40		
Screening - Procedures/Process				5	1	10	8	9	8	9	10	2	62
Screening - Retrieving Abandoned/Confise	cated Items					1	1		1		1		4
2020	58	58	75	54	46	34	1	7	13	20	11	19	396
Civil Rights	3	5	3	1		1	•	•	2	1	1	2	19
	3	J		ı		- 1				1	ı		
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimina	3	3	1						2			2	11
Civil Rights - Sex/Gender/Gender Identity-		2	1	1		1				1			6
								_	_				
Customer Service	13	10	21	12	13	6	1	3	7	4	2		97
Customer Service - Others	1				1							1	3
Customer Service - TSO	12	10	21	12	12	6	1	3	7	4	2	4	94
	12	10	41	14	14	U	- 1	J	- 1	4		7	
Human Capital											1		1
Human Capital - Current Employee											1		1
Locks	4	3	3	2	1	2				2		1	18
Locks - General						1							1
			•										
Locks - Missing or Damaged Lock	4	3	3	2	1	1				2		1	17
Lost and Found	1	2	1	1									5
Lost and Found - Airport/TSA	1	2	1	1									5
Mishandling of Passenger Property	14	11	14	6	5	2			2	5	3	3	65
			17		3					3		3	
Mishandling of Passenger Property - Dam	-	1		1							1		3
Mishandling of Passenger Property - Dam	13	9	12	5	3	2			2	4	1	3	54
Mishandling of Passenger Property - Disa	1	1	2		2					1	1		8
Patdown		3		7		-				- '			
			2		3	5							20
Patdown - Flyer		2	2	7	3	5							19
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	8	4	4	6	4				1	2		35
` '		U	7	7	0	7				- 1			
Persons w/ Disabilities (PWD) - Breast Ca													1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not l	Breast Cand	cer		2						1		3
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1				1							2
Persons w/ Disabilities (PWD) - Diabetes	p   - 1			1		1							2
i craona wi Disabilities (FWD) - Diabetes				- 1		1							

Catagorias	40.0-4					Tool - FOIA	04 4	05.14	00 1	07 11	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing						1							1
Persons w/ Disabilities (PWD) - Medical					2								2
Persons w/ Disabilities (PWD) - Medical	y Necessary	Medicatio	n and Medic	al Supplies	1								1
Persons w/ Disabilities (PWD) - Metal In	ır 2	1		1		1							5
Persons w/ Disabilities (PWD) - Mobility	2	1	1							1	1		6
Persons w/ Disabilities (PWD) - Ostomy	Ostomates	1											1
Persons w/ Disabilities (PWD) - Prosthe	sis/Amputees	and Casts	3 1										1
Persons w/ Disabilities (PWD) - Touch A		1											2
Persons w/ Disabilities (PWD) - Wheeld		2			1								7
Property - Special Handling	10	10				7		1	2		2	7	73
				11	10	- 1		'					
Property - Special Handling - Damaged		2				4			4				5
Property - Special Handling - Damaged		1				1			1		1		16
Property - Special Handling - Missing Ite		2				2						1	21
Property - Special Handling - Missing Ite	n 2	5		4	4	4		1	1		1	5	31
Request for Assistance		2	2 1										3
Request for Assistance - Other		1	1										2
Request for Assistance - Wounded Warr	ior (MSIJSO	1											1
Screening	7	4	13	10	8	7		3		7		1	60
Screening - Inconsistency	1			1		1				1			4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	4	12	9		5		3		6		1	50
		4	12	9	0			3		0			
Screening - Retrieving Abandoned/Confi						1							2
Screening - Security Breach	1		1		1								3
2021	23	16			11	17	31	41	58	55			440
Civil Rights	1	3			1	1	1	1	2	5	5	2	26
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights		1								1	1		3
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimi	1	1	1				'	1	2	1	3	1	11
Civil Rights - Screening of Religious Cul					1			- 1		- 1			1
					1					_			
Civil Rights - Sex/Gender/Gender Identit		1	1			1				2			5
Civil Rights - Sexual Orientation - Not Tr	ansgender									1			1
Civil Rights - Transgender Screening											1	1	2
Customer Service	4	5	6	5	3	4	6	9	18	5	18	4	87
Customer Service - Others		1											1
Customer Service - TCC			1										1
Customer Service - TSO	4	4	5	5	3	4	6	9	18	5	18	4	85
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program					1	0	0	40	24	20		F4	
	A dia Dat	6 - 8 ATTE	1		1	2	9	18	31	36	53	51	202
Expedited Passenger Screening Program		ty Military					1						1
Expedited Passenger Screening Program								1		1		1	3
Expedited Passenger Screening Program			0				2	2	1	6			19
Expedited Passenger Screening Program	n - TSA PreC	heck	1		1	2	6	15	30	27	49	45	176
Expedited Passenger Screening Program	n - TSA/DHS	Employee	s - Opt In							2		1	3
Identification (ID) Requirements								1	3	1	2		7
Identification (ID) Requirements - Domes	stic								3	1			6
Identification (ID) Requirements - Real II								1					1
Locks	1				1						1		3
Locks - Missing or Damaged Lock	1				1						1		3
	'		4	4									
Lost and Found		1											4
Lost and Found - Airport/TSA		1		1							1		4
Mishandling of Passenger Property	5	1			1	2	2						12
Mishandling of Passenger Property - Da					1	2	2	1					8
Mishandling of Passenger Property - Dis	a 3	1											4
No Jurisdiction				1							1		2
No Jurisdiction - Refer to CBP				1							1		2
No Subject							1						1
No Subject - General							1						1
Patdown	_				2	1	1			3	2		10
Patdown - Flyer	4						I						
•	1				^					3	1		8
Patdown - Flyer as Observer	1				2	1							1
					2	1	1						
Patdown - General	1					1					1		1
Persons w/ Disabilities (PWD)	1		1	1		1	1	2	2	1		4	1
	1		1	1		1		2	2	1		4 1	1 14
Persons w/ Disabilities (PWD)	1 Cancer		1	1		1		2	2	1	1		1 14 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast 0	1 1 Cancer	ressinas/M		1		1		2	2		1		1 14 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast ( Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers	1 1 Cancer s	ressings/M		1		1		2			1		1 14 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast ( Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General	1 Cancer		asks	1		1		1			1		1 14 1 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast ( Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical	1 Cancer s Carments/Dr		asks	1		1					1	1	1 14 1 1 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast ( Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical	1 Cancer s Garments/Dr Devices - Att	tached to t	asks	1		1		1			1		1 14 1 1 1 1 1 3
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diapers  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical	1 Cancer S Garments/Dr Devices - Att y 1 nplants (joint)	tached to t	asks he Body			1	1	1			1	1	1 14 1 1 1 1 1 3
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diapers  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Mobility	1 Cancer Garments/Dr Devices - Att y 1 plants (joint) Disability (No	tached to t	asks he Body	ter)		1		1	1		1	1	1 14 1 1 1 1 1 3 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service	1 1 2 ancer 5 Garments/Dr 1 Devices - Att (joint) Disability (No Animals	tached to the	asks he Body nair or Scoo	ter)		1	1	1			1	2	1 14 1 1 1 1 1 3 1 1
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diapers  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Mobility	1 1 2 ancer 5 Garments/Dr 1 Devices - Att (joint) Disability (No Animals	tached to the	asks he Body	ter)		1	1	1	1		1	1	1 14 1 1 1 1 1 3 1 1 2 2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service	1 1 2 ancer 5 Garments/Dr 1 Devices - Att (joint) Disability (No Animals	tached to the	asks he Body nair or Scoo	ter)		1	1	1	1		1	2	1 14 1 1 1 1 1 3 1 1 2 2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diapers  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Service  Persons w/ Disabilities (PWD) - Wheelcl	1 Cancer s   1 Cancer s   Carments/Dr   Devices - Att   J	tached to the tot Wheelch	asks he Body nair or Scoo	ter)			1	1	1		1	2	1 14 1 1 1 1 1 3 1 1 2 2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Mobility  Persons w/ Disabilities (PWD) - Service  Persons w/ Disabilities (PWD) - Wheelci  Prohibited & Permitted Items  Prohibited & Permitted Items - Beauty &	1 Cancer S Garments/Dr Devices - Att y 1 plants (joint) Disability (No Animals nair/ Scooter/ Grooming Ite	tached to the two	asks he Body nair or Scoo	ter)		1	1	1	1		1	2	1 14 1 1 1 1 1 3 1 1 2 2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diapers  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Mobility  Persons w/ Disabilities (PWD) - Service  Persons w/ Disabilities (PWD) - Wheelcl  Prohibited & Permitted Items - Beauty &  Prohibited & Permitted Items - Chemical	1 Cancer S Carments/Dr Carments/Dr Carments/Dr Carments (joint) Disability (No Animals natir/ Scooter/ Grooming Ite (Household F	tached to the two	asks he Body nair or Scoo	ter) 1 2 1		1	1	1	1		1	2	1 14 1 1 1 1 1 3 3 1 1 1 2 2 2 5 5
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete  Persons w/ Disabilities (PWD) - Diapers  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Medical  Persons w/ Disabilities (PWD) - Mobility  Persons w/ Disabilities (PWD) - Service  Persons w/ Disabilities (PWD) - Wheelcl  Prohibited & Permitted Items - Beauty &  Prohibited & Permitted Items - Chemical  Prohibited & Permitted Items - Food/Bev	1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	tached to the tached to the two	asks he Body nair or Scoo	ter) 1		1	1	1	1		1	2	1 14 1 1 1 1 1 1 1 2 2 2 5 1 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelci Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Chemical Prohibited & Permitted Items - Food/Bev Prohibited & Permitted Items - Knives/To	1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	tached to the ot Wheelche Segway ems Products Sharp Obje	asks he Body nair or Scoo	ter) 1 2 1 1 1		1 1	1 1	1 1	1	1	1	1 1 1	1 14 1 1 1 1 1 1 1 1 2 2 2 5 5 1 1 1 2 2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelcl Prohibited & Permitted Items Prohibited & Permitted Items - Pondibited & Permitted Items - Chemical Prohibited & Permitted Items - Food/Bev Prohibited & Permitted Items - Food/Bev Prohibited & Permitted Items - Knives/To	1 Cancer S Carments/Dr Devices - Att J Cancer S Carments/Dr Disability (No Animals Disabili	tached to the stacked	asks he Body nair or Scoo	ter) 1 2 1		1	1	1	1		1	1 1 1 5	1 14 1 1 1 1 1 1 1 1 2 2 2 5 5 1 1 1 2 1 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelci Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Food/Bev Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged	1 Cancer S   1 Cancer S   Garments/Dr   Devices - Att   N	tached to the tached to the twheelch segway terms conducts that products the tached to t	asks he Body nair or Scoo	ter) 1 2 1 1 1 1	1	1 1 2	1 1 1 5	1 1	1	1	1	1 1 1	1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelcl Prohibited & Permitted (PWD) - Wheelcl Prohibited & Permitted Items Prohibited & Permitted Items - Chemical Prohibited & Permitted Items - Food/Bev Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged	1 Cancer S Garments/Dr J Devices - Att J J Disability (No Animals nair/ Scooter/ Grooming Ite (Household Ferages pols/Razors/S 1 t 1 tems - Check	tached to ti  Segway  ems  roducts  sharp Obje  2  1  ked	asks he Body nair or Scoo	ter) 1 2 1 1 1	1	1 1	1 1 5 2	1 1 1	1	1	1	1 1 1 5 2	1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast (Persons w/ Disabilities (PWD) - Diabete Persons w/ Disabilities (PWD) - Diapers Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Medical Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelci Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Prohibited & Permitted Items - Food/Bev Prohibited & Permitted Items - Knives/To Property - Special Handling Property - Special Handling - Damaged	1 Cancer  Garments/Dr  Devices - Att  J  Devices - Att  J  Disability (No Animals  nair/ Scooter/  Grooming Ite (Household Ferages  pols/Razors/S  tt  1 tems - Check  ms - Carry-O	tached to the tached to tached t	asks he Body nair or Scoo	ter) 1 2 1 1 1 1	1	1 1 2	1 1 1 5	4 1 3	1	1	1 1	1 1 1 5 2	1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

		1	SA Contac	t Center (T	CC) Data 1	ool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	7	4			1	4	4	5		3	4	4	3
Screening - Inconsistency								1					
Screening - International Screening					1								
Screening - Lengthy Lines	1										1		
Screening - Procedures/Process	5	4				4	3	4		3	3	4	3
Screening - Retrieving Abandoned/Confis	1						1						
2022	93	123	110	66	111								50
Additional Information Required/Insufficient Info		1	110										
Additional Information Required/Insufficiel													
Airline	It illioilliatic			1	1								
Airline - Policy/Regulations/Service				1	1								
Civil Rights	5	2		2	1								1
<u> </u>	1				ı								
Civil Rights - National Origin		0			4								
Civil Rights - Racial Profiling or Discrimin		2		1	1								
Civil Rights - Sex/Gender/Gender Identity	_			1									
Customer Service	13	13	9	7	14								5
Customer Service - Others				1									
Customer Service - TSO	13	13	9	6	14								5
Expedited Passenger Screening Program	59	83	83	45	82								35
Expedited Passenger Screening Program	3	6	6	1									1
Expedited Passenger Screening Program	4	6	5	2	1								1
Expedited Passenger Screening Program	50	69	68	40	79								30
Expedited Passenger Screening Program	2	2	4	2	2								1
Identification (ID) Requirements		1	1										
Identification (ID) Requirements - Domest	ic.		1										
Identification (ID) Requirements - ID Matc		1											
Locks	Tilling Tioket	ļ.	2										
Locks - Missing or Damaged Lock		4	2										
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property		3	1										
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1										
No Jurisdiction	1		2										
No Jurisdiction - Refer to Other	1		2										
Patdown		3	2		1								
Patdown - Flyer		3	2		1								
Persons w/ Disabilities (PWD)	3	3			2								
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Menta	al Disability		1								
Persons w/ Disabilities (PWD) - Diabetes					1								
Persons w/ Disabilities (PWD) - General		1											
Persons w/ Disabilities (PWD) - Medical I	1												
Persons w/ Disabilities (PWD) - Medically		4											
Persons w/ Disabilities (PWD) - Mobility [													
Persons w/ Disabilities (PWD) - Wheelch		1											
Prohibited & Permitted Items	1	1											
Prohibited & Permitted Items - Firearm/Ar													
Prohibited & Permitted Items - Food/Beve	rages	1											
Property - Special Handling	6	5	2	7	4								2
Property - Special Handling - Damaged Ite	3	3		3	1								1
Property - Special Handling - Damaged It		2	2	2	2								
Property - Special Handling - Missing Iten					1								
Property - Special Handling - Missing Iten				2									
Request for Assistance	· '		1	_	1								
Request for Assistance - Other			1		1								
Screening	5	7	7	4	5								2
	5		- /										
Screening - Inconsistency		1		1	1								
Screening - Lengthy Lines	_	1	_	1	1								
Screening - Procedures/Process	5	5	7	2	3								2:

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DDC		1						1					2
2021								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2022		1											1
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEC			1	1									2
2022			1	1									2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	Check	1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Checl	ked		1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	421	362	392	378	487	222	187	247	304	320	395		4,135
2019		002	002	75	89	99	91	107	140	123	126		964
Advanced Imaging Technology (AIT)						1	•				2		3
Advanced Imaging Technology (AIT) - Fly	er					1					2		3
Civil Rights				4	5	5	3	4	2	6	3		36
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns					1			1					2
Civil Rights - Racial Profiling or Discrimina	ation			2	2	1		2	1	2	2	2	14
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Iter	ms				1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1	2	3	1		1	4		1	13
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Civil Rights - Transgender Screening	_					1	1					1	3
Customer Service				12	18	18	17	23	39	26	30	25	208
Customer Service - Others						1	1	2	12	7	4	2	29
Customer Service - TSO				12	18	17	16	21	27	19	26	23	179
Identification (ID) Requirements							1				2		3
Identification (ID) Requirements - Domest	ic						1				2		3
Locks				3	5	3	2	4	5	5	4	4	35
Locks - General												1	1
Locks - Missing or Damaged Lock				3	5	3	2	4	5	5	4	3	34
Lost and Found						1						1	2
Lost and Found - Airport/TSA						1						1	2
Mishandling of Passenger Property				17	22	14	19	20	19	24	22	18	175
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	1	1					4	1	3	10
Mishandling of Passenger Property - Dam				16	18	9	13	18	15	15	17	11	132
Mishandling of Passenger Property - Disa					3	5	6	2	4	5	4		33
Patdown	-	-		1	6	4	4	4	9	7	10		51
Patdown - Children								1					1
Patdown - Flyer				1	5	3	4	3	8	7	8	6	45
Patdown - Flyer as Observer					1						1		2
Patdown - General						1							1
Patdown - Non-Flyer									1		1		2
Persons w/ Disabilities (PWD)				7	3	8	3	6	8	8	6	10	59
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Breast Ca						1		1		1	1		4
Persons w/ Disabilities (PWD) - Cancer (g		Breast Car	ncer					1					1
Persons w/ Disabilities (PWD) - Cognitive									1	1			2
Persons w/ Disabilities (PWD) - Diabetes				1	1		1	1	1	2			7
Persons w/ Disabilities (PWD) - General				1		3					1		5
Persons w/ Disabilities (PWD) - Internal N	l ledical Devid	es					1		1	1			3
Persons w/ Disabilities (PWD) - Medical D			e Body							1		1	2
Persons w/ Disabilities (PWD) - Medically				al Supplies							2		2
Persons w/ Disabilities (PWD) - Metal Imp				- ''							_	2	2
Persons w/ Disabilities (PWD) - Mobility E		t Wheelcha	air or Scoot	3		2		2	2	1	1	2	13
Persons w/ Disabilities (PWD) - Prosthesi									2			1	3
Persons w/ Disabilities (PWD) - Respirato			ent	1									1
Persons w/ Disabilities (PWD) - Service A		or Equipme	,,,,		1								1
Persons w/ Disabilities (PWD) - Touch Av		trauma)		1		1							2
Persons w/ Disabilities (PWD) - Visual Im		,						1					1
Persons w/ Disabilities (PWD) - Wheelcha		Segway			1	1	1		1	1	1	3	9
Property - Special Handling		3 ,		24	13	21	21	20	25	17	18		179
Property - Special Handling - Damaged Ite	ems - Carrv-0	On			1	3	1	3	2	3	1	3	17
Property - Special Handling - Damaged Ite				11	5	6	6	7	5	6	3		53
Property - Special Handling - Missing Item				2	1	3	6	5	5		6		31
Property - Special Handling - Missing Item				11	6	9	8	5	13	8	8		78
Request for Assistance							1		2	2			5
Request for Assistance - Other							1		2	2			5
Screening				7	17	24	20	26	31	28	29	26	208
Screening - Children						2-1	20	20	1	20	20	20	1
Screening - Crew Member or Airline Empl	ovee											2	2
Screening - Inconsistency	, .			1	1			2	1		2		8
Screening - Lengthy Lines					3	2	5	6	5	4	10		40
Screening - Procedures/Process				6	13	20	11	18	23	24	16		149
Screening - Retrieving Abandoned/Confise	cated Items			<u> </u>	10	1	2	10	20	27	10	10	3
Screening - Security Breach	2					1	2		1		1		5
2020	127	82	131	113	113	58	8	15	22	33	54	43	799
Civil Rights	6	2	10	3	4	4		1	2	1		3	36
Civil Rights - Age	, i		1		•	•		•					1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin	1		1										2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina			4	2	3	2		1	1			2	17
Civil Rights - Screening of Religious Cultu		monial Iter			1			1	- 1				1
Civil Rights - Sex/Gender/Gender Identity		2	3		· ·	1				1		1	10
Civil Rights - Transgender Screening			3			1			1	1		1	2
Customer Service	25	11	32	21	19	10	1	1	3	6	12	5	146
Customer Service - Others	25	1	1	3	19	2	1	1	3	1	12	3	11
Customer Service - Others  Customer Service - TSO	23	10	31	18	18	8	1	1	3	5	12	5	135
Identification (ID) Requirements	23	10	31	10	10	Ö	1	1	3	5	12	1	135
Identification (ID) Requirements - Domest	ic											1	1
Locks	3	3	5	6	6	2					2		29
Locks - Missing or Damaged Lock	3	3		6	6	2					2		29
Locks - Missing of Damaged Lock  Lost and Found	1	3	5	2	Ü								3
Lost and Found - Airport/TSA	1			2									3
Mishandling of Passenger Property	29	16	26	26	19	6	3	6	4	6	10	7	158
monanting of Fassonger Froperty	29	10	20	20	18	U	3	U	4	U	10	- 1	100

		TSA	Contact C	Center (TC	C) Data To	ol - FOIA							
tegories	10-Oct	11-Nov 12	2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	5	1	2	3	6	1		1	1	1	1		22
Mishandling of Passenger Property - Dam		14	17	19	11	5	3	4	3	5	6	6	111
Mishandling of Passenger Property - Disa		1		4			0	1	0		3		
	ь	1	7	4	2			1				1	25
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - Gener	al										1		1
Patdown	6	7	5	5	3	4					1	2	33
Patdown - Children												1	1
Patdown - Flyer	-	7	_		2	2					4		
•	5	- /	5	5	3	3					1	1	30
Patdown - Flyer as Observer	1					1							2
Persons w/ Disabilities (PWD)	10	5	8	6	15	10		1		5	3	2	65
Persons w/ Disabilities (PWD) - Breast Ca	ancer		1										1
Persons w/ Disabilities (PWD) - Cancer (g		Breast Cancer			1								1
		Dieast Caricei			- 1								
Persons w/ Disabilities (PWD) - Cognitive	1									1			3
Persons w/ Disabilities (PWD) - Diabetes			1	3	1	1					1		7
Persons w/ Disabilities (PWD) - Diapers/0	1												1
Persons w/ Disabilities (PWD) - General	2					2							4
													4
Persons w/ Disabilities (PWD) - Hearing I					1								1
Persons w/ Disabilities (PWD) - Internal M	1				2	1				1			5
Persons w/ Disabilities (PWD) - Medically	Necessarv	2	1			3					1	1	8
Persons w/ Disabilities (PWD) - Metal Imp			1										3
. , , .													
Persons w/ Disabilities (PWD) - Mobility D		2	1		3	1				1			10
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1											1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts								1			1
Persons w/ Disabilities (PWD) - Respirato			1		2					1			4
								4		<u>'</u>		4	
Persons w/ Disabilities (PWD) - Touch Av		/trauma)	1		3			1				1	6
Persons w/ Disabilities (PWD) - Wheelcha	1		1	3	2	2							9
Property - Special Handling	19	15	22	27	21	5	1	3	8	10	17	12	160
Property - Special Handling - Damaged Ite	2		2	3	4	3			1	1	3		20
Property - Special Handling - Damaged Ite		4	7	8	9	1			5	3	5		50
Property - Special Handling - Missing Item	4	1	7	2	1		1	1		1	5	2	25
Property - Special Handling - Missing Item	7	10	6	14	7	1		2	2	5	4	7	65
Screening	28	23	23	17	26	17	3	3		5			167
<u> </u>	20	23	23	17		17	3	3		3			
Screening - Inconsistency					2				1		2	1	6
Screening - Lengthy Lines	9	7	5	3	12	6					1		43
Screening - Procedures/Process	16	16	18	14	11	11	3	2	4	5	5	8	113
Screening - Retrieving Abandoned/Confise													1
Screening - Security Breach	2				1			1					4
2021	60	33	31	41	44	65	88	125	142	164	215	263	1,271
Additional Information Required/Insufficient Inf	ormation											1	1
Additional Information Required/Insufficier		n EMAIL ON	V										
	it imormand	III - EIVIAIL OINL										1	1
Airline			1							1			2
Airline - Policy/Regulations/Service			1							1			2
Civil Rights	5		1	2		4	2	5	3	1	5	6	34
												•	1
Civil Rights - Civil Rights Violation (TSA E						1							
Civil Rights - Constitutional Rights	1						1		1		2		5
Civil Rights - National Origin								3					3
Civil Rights - Perceived Religion	1												1
			-	4		- 4		-	4		0	4	
Civil Rights - Racial Profiling or Discrimina			1	1		1		1	1		3		14
Civil Rights - Sex/Gender/Gender Identity	1			1		2	1	1		1		1	8
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening												1	1
			4	4					4			'	3
Claims			1	1					1				
Claims - General			1	1					1				3
CSM/Stakeholder Follow-up				1									1
CSM/Stakeholder Follow-up - General				1									1
•	40	^	40		-	^	-	00	00	00	4-	00	
Customer Service	13	6	12	15	7	9	7	26	28	28		29	227
Customer Service - CSM										1			1
Customer Service - Others		1		1						1	1	1	5
Customer Service - TCC		•		1									1
	40	-	40		-	^	-	00	00	00	40	00	
Customer Service - TSO	13	5	12	13	7	9	7	26	28	26			220
Duplicate E-mail						1					2		3
Duplicate E-mail - General						1					2		3
Expedited Passenger Screening Program			2	5	7	15	27	48	68	83			498
1 0 0	A 0411 D	h. Militani		0	ı	10		40	00	03	30	140	
Expedited Passenger Screening Program		ıy ıvıılıtary					1						1
Expedited Passenger Screening Program	- DoD				1		1		1		2		5
Expedited Passenger Screening Program	- TSA Appl	ication Program	1		1	1	2	14	7	2	10	8	45
Expedited Passenger Screening Program			2	5	5	14	23	34	60	81			445
				ð	J	14	23	54	00	01	00		
Expedited Passenger Screening Program	- ISA/DHS	⊨mpioyees - O	pt in									2	2
General Aviation							1						1
General Aviation - General							1						1
Identification (ID) Requirements								1				1	2
. , , ,												- 1	
Identification (ID) Requirements - Domest								1					1
Identification (ID) Requirements - Internati	onal Travel											1	1
Locks		3		1		2	1	1		1	3	2	14
Locks - General										- '	1		2
		-				-	-						
Locks - Missing or Damaged Lock		3		1		2	1	1		1	2	1	12
Lost and Found	1					1	2	1					5
Lost and Found - Airport/TSA	1					1	2	1					5
•		_		_							_		
Mishandling of Passenger Property	8	7	3	8	9	10	6	9		4		4	73
Mishandling of Passenger Property - Dam	2	1	2			1	2	2	1	1			12
Mishandling of Passenger Property - Dam	4	6	1	8	9	6	3	7	2	3	2	1	52
Mishandling of Passenger Property - Disa						3	1	,				3	9
						3	1				-		
No Jurisdiction			1		1					1			7
No Jurisdiction - Refer to Other			1		1					1	2	2	7
Patdown	2	4			2	1	3		2	6			34
		7				- 1	J			0			2
									_		2		
Patdown - Children													

		TSA	Contact C	enter (100	C) Data Too	- FOIA							
ories	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 03	3-Mar 0	4-Apr (	05-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	2	4			2	1	3		2	4	1	7	20
Patdown - Flyer as Observer										2	3		5
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		2	3	2	1	5	9	4	5	3	5	42
Persons w/ Disabilities (PWD) - Cognitive		al /Mental Di						0		1		0	1
Persons w/ Disabilities (PWD) - Diabetes	Development	ai /iviciitai D	isability					1	2	- '			3
Persons w/ Disabilities (PWD) - General							2	2					4
Persons w/ Disabilities (PWD) - Hearing In			1	1			1						3
Persons w/ Disabilities (PWD) - Medical D		ned to the Bo	ody					2					2
Persons w/ Disabilities (PWD) - Medically	1									3	1	1	6
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1	1	1	1				2	6
Persons w/ Disabilities (PWD) - Mobility [	1								1		1	1	4
Persons w/ Disabilities (PWD) - Ostomy/C											1		1
Persons w/ Disabilities (PWD) - Respirato		Equipment							1			1	2
		Lquipinioni		4					- '			- '	1
Persons w/ Disabilities (PWD) - Service A				1									
Persons w/ Disabilities (PWD) - Touch Av					1								2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway	1	1			1	3		1			7
Prohibited & Permitted Items			1			1	1	1	4	2	6	2	18
Prohibited & Permitted Items - Alcohol and	d Tobacco						1		1				2
Prohibited & Permitted Items - Breast Milk		/Breast Pum	าท									1	1
Prohibited & Permitted Items - Electronic I		, D. Guot 1 un	.19					1					1
										1			
Prohibited & Permitted Items - Firearm/An										1			1
Prohibited & Permitted Items - Food/Beve	rages		1								2		3
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Knives/Too	ols/Razors/Shar	p Objects				1					2		3
Prohibited & Permitted Items - Lighters/Ma		-							1				1
Prohibited & Permitted Items - Remains	-									1			1
Prohibited & Permitted Items - Sporting G	oods.								2	1		1	3
		^		_			40	10	2		4.4		
Property - Special Handling	12	9	1	3	6	8	18	12	13	16	11	8	117
Property - Special Handling - Damaged Ite	1	2				1	2	1	6	6	3	3	25
Property - Special Handling - Damaged Ite	1	2	1	1	3	1	7	2		1	3		22
Property - Special Handling - Missing Item	4				2	2	5	7	3	4	3	3	33
Property - Special Handling - Missing Item	6	5		2	1	4	4	2	4	5	2	2	37
Screening	16	4	6	2	10	12	14	12	15	16	29	51	187
Screening - Children	1		0		10	12	1	12	10	10	20	01	
ŭ .							- 1						2
Screening - Crew Member or Airline Empl	oyee					1						1	2
Screening - Inconsistency			1	1	5	2	1	2	2	2	4	6	26
Screening - Lengthy Lines	1							1	1		9	14	26
Screening - Procedures/Process	14	3	5	1	5	9	11	9	12	13	16	30	128
Screening - Retrieving Abandoned/Confis	cated Items	1					1			1			3
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area	Coporal								1				1
	Conorai						4						
Transfer to Security Specialist							1						1
Transfer to Security Specialist - Reportable	le Communicati	ion					1						
	234	247	230	149	241								1,101
022 Additional Information Required/Insufficient Inf	234		230	<b>149</b>	241								1,101
Additional Information Required/Insufficient Inf	234 formation	247			241								1,101 1
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Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Policy/Regulations/Service	234 formation nt Information - 1 1	<b>247</b> EMAIL ONL	-Y 1 1	1 1 2 2	1								1 1 5 5
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Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profilling or Discriming Civil Rights - Screening of Religious or Ct Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Federal Flight Deck Officer (FFDO) Program	234 formation tt Information - 1 1 4 3 altural Garment 1 1 1 1 1 39 122 - Active Duty M 1 10 111 - TSA/DHS am - Genera 1 1 agged/Missii	247  EMAIL ONL  3  1 1 1 5  26  26 160 4ilitary 1 23 135 1 1 1 1 1 1 1 1 1 1	26 1 25 163 1 3 15 142 2	1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 6 8 8 8 8 2 2 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 1 2 22 22 182 3 13 165 1								1 1 1 5 5 5 8 18 1 1 2 2 100 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious or Ct Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Federal Flight Deck Officer (FFDO) Program Federal Flight Deck Officer (FFDO) Program Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction - Refer to Other No Subject	234 formation tt Information - 1 4 3 alltural Garment: 1 41 1 1 39 122 - Active Duty M 1 10 111 - TSA/DHS am - Genera 1 agged/Missia rrayed Item 2 1	247  EMAIL ONL  3  1 1 1 5  26  26 160 4ilitary 1 23 135 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	26 1 25 163 1 3 15 142 2	1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 6 93 5 88	1 1 3 1 2 22 22 182 3 13 165 1								1 1 1 5 5 5 8 188 1 1 2 2 100 1 1 3 3 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1
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Categories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data <sup>-</sup> 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	3	3	2	3	3	30	2p1	20uj	20 00.11	J. J.	20g	30 000	11
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	5	8	4	4	7								28
Persons w/ Disabilities (PWD) - Autism S	pectrum	2	1										3
Persons w/ Disabilities (PWD) - Cognitive	Developm	1											1
Persons w/ Disabilities (PWD) - Diabetes					1								2
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/Ma	sks		1								1
Persons w/ Disabilities (PWD) - General		1			1								2
Persons w/ Disabilities (PWD) - Medically	3		2		1								6
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	1											1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	2		1									3
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts			2								2
Persons w/ Disabilities (PWD) - Service A	Animals	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)		1	1								2
Persons w/ Disabilities (PWD) - Wheelch	1		1	2									4
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol an	d Tobacco		1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	19	8	8	7	5								47
Property - Special Handling - Damaged It	8	3	4	2	3								20
Property - Special Handling - Damaged It	3	1	2	1	1								8
Property - Special Handling - Missing Iter	3			3									6
Property - Special Handling - Missing Iter	r 5	4	2	1	1								13
Screening	34	29	17	14	11								105
Screening - Crew Member or Airline Emp	loyee	1											1
Screening - Inconsistency	5	2	2	1	1								11
Screening - Lengthy Lines	8	2	1	1	3								15
Screening - Military			1										1
Screening - Procedures/Process	20	24	13	12	7								76
Screening - Retrieving Abandoned/Confis	1												1
TSA Contact Information				1									1
TSA Contact Information - General				1									1

Categories	10-Oct 1	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	338	363	333	420	408	272	249	268	311	355	335	304	3,956
2019	000	000	000	96	105	123	143	152	133	148	132	113	1,145
Civil Rights				5	5	4	8	8	5	11	8	4	58
Civil Rights - Constitutional Rights						1		1					2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1	1		2
Civil Rights - Racial Profiling or Discrimin	ation			3	2	1	5	6	3	8	6	3	37
Civil Rights - Screening of Religious Cultu		onial Iter	ms						1				1
Civil Rights - Screening of Religious or Co	ultural Garmen	ts				1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder		1	3	1	3	1		2		1	12
Civil Rights - Sexual Orientation - Not Tra	nsgender			1					1				2
Customer Service	_			29	24	34	30	33	40	36	31	32	289
Customer Service - CSM									1				1
Customer Service - Others				4		1	2	2	2	1	1	2	15
Customer Service - TSO				25	24	33	28	31	37	35	30	30	273
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks				2	7	8	5	7	1	3	2	4	39
Locks - Missing or Damaged Lock				2	7	8	5	7	1	3	2	4	39
Lost and Found				1	3	2		1					7
Lost and Found - Airport/TSA				1	3	2		1					7
Mishandling of Passenger Property				20	12	18	34	38	27	24	35	25	233
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	arry-on Lug	5	1	3	4	1	6	1	5	1	27
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCl	hecked Baç	11	11	13	24	31	17	23	21	21	172
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUi	nspecified L	uggage		1							1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	4		1	6	6	4		9	3	33
Patdown				1	2	4	5	5	5	1	4	5	32
Patdown - Children												1	1
Patdown - Flyer				1	2	4	5	5	4	1	4	4	30
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				9	4	8	12	9	6	11	8	10	77
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	east Can	ncer		1								1
Persons w/ Disabilities (PWD) - Cognitive				1			1			1	1		4
Persons w/ Disabilities (PWD) - Diabetes					1	1	2	2	1	1	2	2	12
Persons w/ Disabilities (PWD) - General								1	2	2			5
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
Persons w/ Disabilities (PWD) - Internal M		S				1	1	1				1	4
Persons w/ Disabilities (PWD) - Medical I			e Bodv					1					1
Persons w/ Disabilities (PWD) - Medically				2			1	1	1	1	1	1	8
Persons w/ Disabilities (PWD) - Metal Imp				1		3		1	1	1		1	8
Persons w/ Disabilities (PWD) - Mobility [		Wheelcha	air or Scoot			2	3	1	1	2	1	3	14
Persons w/ Disabilities (PWD) - Ostomy/0												1	1
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts					1						1
Persons w/ Disabilities (PWD) - Service A				1	1		1			1			4
Persons w/ Disabilities (PWD) - Touch Av		auma)					2	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelch				3	1					1	2	1	8
Prohibited & Permitted Items		og.raj						1					1
Prohibited & Permitted Items - Knives/Too	ı ols/Razors/Sha	rn Objec	ts					1					1
Property - Special Handling				23	23	25	25	21	22	30	23	17	209
Property - Special Handling - Damaged It	ems - Carrv-O	n			3	2	8	1	1	6	2	2	25
Property - Special Handling - Damaged It				4	3	7	3	5	6	6	7	5	46
Property - Special Handling - Missing Iten				2	6	3	4	4	4	4	2	1	30
Property - Special Handling - Missing Iten				17	11	13	10	11	11	14	12	9	108
Request for Assistance						1			1		2		4
Request for Assistance - Other									1		2		3
Request for Assistance - Wounded Warrie	or (MSIJSOC)					1							1
Screening	, , , ,			6	25	19	24	29	26	32	19	15	195
Screening - Children				<u> </u>			1				1		2
Screening - Inconsistency				1	2	1				1	1	1	7
Screening - Lengthy Lines				1	5	5	5	1	6	4	2	2	31
Screening - Procedures/Process				3	17	12	15	27	18	24	14	8	138
Screening - Retrieving Abandoned/Confis	cated Items			1	.,	1	2		1	2		1	8
Screening - Security Breach					1		1	1	1	1	1	3	9
2020	138	121	109	112	98	61	16	18	36	51	46	57	863
Advanced Imaging Technology (AIT)						1						1	2
Advanced Imaging Technology (AIT) - Fly	er					1						1	2
Civil Rights	8	2	6	7	8	5	1	2	4	5	2	2	52
Civil Rights - Constitutional Rights	Ŭ							_			1		1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	·				1								1
Civil Rights - Racial Profiling or Discrimin	5	1	6	4	6	4	1	1	3	5	1	2	39
Civil Rights - Screening of Religious or Cu			<u> </u>	1		7			<u> </u>	<u> </u>			1
Civil Rights - Sex/Gender/Gender Identity		-		2	1	1		1					7
Civil Rights - Sexual Orientation - Not Tra					'				1				1
Civil Rights - Transgender Screening		1							1				1
Customer Service	38	38	32	30	26	17	6	7	7	13	9	12	235
Customer Service - CSM	1	30	52	30	20	17	U	,	- '	13	9	14	1
Customer Service - Others	'		1		1			1			1		4
Customer Service - TSO	37	38	31	30	25	17	6	6	7	13	8	12	230
Human Capital	31	30	31	30	20	17	U	1		13	0	12	1
Human Capital - Current Employee								1					1
Identification (ID) Requirements								ı				1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks	12	6	8	7	3	2	1	1		2	2	1	45
Locks - Missing or Damaged Lock	12	6	8	7	3	2	1	1		2	2		45
Lost and Found	12	2	1	- 1	3			ı		2		- 1	6
EGG GITG I OWING	· ' -		1										U

		1	SA Contac	t Center (	TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	1	2	1							2			6
Mishandling of Passenger Property	22	21	22	17	16	12	1	2	8	7		8	142
				1					1			0	
Mishandling of Passenger Property - Dam		3	2			2							13
Mishandling of Passenger Property - Dam		16	18	15	10	9	1	2	7	5	6	7	111
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	1										1
Mishandling of Passenger Property - Disa	6	2	1	1	3	1				2		1	17
Patdown	7	1	3	2	1	3					4	2	23
Patdown - Children											1	1	2
Patdown - Flyer	6	1	3	2		3					1	1	17
		- 1	3			3						ı	
Patdown - Flyer as Observer	1				1								2
Patdown - Non-Flyer											2		2
Persons w/ Disabilities (PWD)	9	7	1	8	7	1			2	2	2	2	41
Persons w/ Disabilities (PWD) - Autism S	1			1					1				3
Persons w/ Disabilities (PWD) - Breast Ca	ancer			1									1
Persons w/ Disabilities (PWD) - Cancer (c		Breast Car	ncer		1					1			2
		Dicast Cai	1001		- '					- '	1		
Persons w/ Disabilities (PWD) - Diabetes													2
Persons w/ Disabilities (PWD) - General	2					1							3
Persons w/ Disabilities (PWD) - Hearing I	1	1											2
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1		1									2
Persons w/ Disabilities (PWD) - Medical D	Devices - At	1											1
Persons w/ Disabilities (PWD) - Medically			1	3	2				1				7
		viculcation										2	2
Persons w/ Disabilities (PWD) - Metal Imp	,												
Persons w/ Disabilities (PWD) - Mobility D		2		2									5
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1			1								2
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts			1					1			2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)									1		1
Persons w/ Disabilities (PWD) - Wheelcha		1			2								6
Property - Special Handling	22	23	16	21		9	4	2	8	12	! 18	17	173
			10			9	4		0				
Property - Special Handling - Damaged Ite	1	3		4						3		4	22
Property - Special Handling - Damaged Ite		4	4	4	3	5	1		6	4	. 6	5	49
Property - Special Handling - Missing Item	4	2	2	4	5	3			1		3	2	26
Property - Special Handling - Missing Item	10	14	9	9	7	1	3	2	1	5	9	6	76
Screening	19	21	20	20		11	3	3	7	8		11	142
Screening - Crew Member or Airline Empl		1	20	20	10		1		1				3
		- 1		4		4	- 1		<u> </u>	0		4	
Screening - Inconsistency	1			1		1				2		1	6
Screening - Lengthy Lines	4	1	2	1								1	9
Screening - Procedures/Process	13	18	16	17	16	9	2	3	6	5	3	9	117
Screening - Retrieving Abandoned/Confis	1			1		1				1			4
Screening - Security Breach		1	2										3
2021	69	48	37	77	41	88	90	98	142	156	157	134	1,137
Airline	03	70	0,		71	- 00	30	1	1	2		104	4
								· ·					
Airline - Policy/Regulations/Service									1	2			3
Airline - Wheelchair Assistance								1					1
Civil Rights	3	2	2	3		5	5	2	1	5	4	3	36
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										1
Civil Rights - Constitutional Rights	· , , ,	1								1			2
Civil Rights - Racial Profiling or Discrimina	3	1		1		5	5	1	1	3		2	24
						5	5		- 1				
Civil Rights - Sex/Gender/Gender Identity		ender	1	1				1		1	2		6
Civil Rights - Sexual Orientation - Not Tra	nsgender				1								1
Civil Rights - Transgender Screening												1	1
Claims						1							1
Claims - General						1							1
Customer Service	21	15	20	29	14	21	20	28	49	37	37	19	310
			20			21	20					19	
Customer Service - Others	2	2		3				1	1	1			12
Customer Service - TSO	19	13	20	26		21	20	27	48	36		19	298
Duplicate E-mail				2	2						1		3
Duplicate E-mail - General				2							1		3
Expedited Passenger Screening Program			2	5		16	34	31	45	68	82	89	372
Expedited Passenger Screening Program	- DoD					10	01	01	-10	1		00	1
		D		4		4	4	4	0				
Expedited Passenger Screening Program				1		1	4	1	6	2		5	23
Expedited Passenger Screening Program			2	4		15	30	30	39	65	79	83	347
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In									1	1
Hazardous Materials Safety								1				1	2
Hazardous Materials Safety - General								1				1	2
Human Capital						1							1
· · · · · · · · · · · · · · · · · · ·													
Human Capital - Current Employee						1							1
Identification (ID) Requirements				1			2		1		1		5
Identification (ID) Requirements - Domest	ic			1			2		1		1		5
Locks	2	3	1			1			1	1		1	10
Locks - General			1							1		1	3
Locks - Missing or Damaged Lock	2	3				1			1				7
		3		4	2								
Lost and Found				1		1			1				6
Lost and Found - Airport/TSA				1		1			1				6
Mishandling of Passenger Property	10	3	2	16	8	6	6	4	4	5	3		67
Mishandling of Passenger Property - Dam	2			3	3			2	1	2			13
Mishandling of Passenger Property - Dam		3	2	11		3	4			2			41
				1		<u> </u>	-						1
Mishandling of Passenger Property - Dam		y nemsU	nspecined I			_							
Mishandling of Passenger Property - Disa	1			1		3	2		3	1			12
No Jurisdiction				2		1		2					6
No Jurisdiction - Refer to CBP				1		1		2					4
No Jurisdiction - Refer to Other				1	1								2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - Gener	l l				1								
												_	1
Patdown	1	1	1	1			2	3	2	2		3	21
Patdown - Flyer	1	1	1	1	1		1	3	2	1	3	2	17

		ISA	Contact C	enter (100	C) Data Tool	- FOIA							
ories	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0	2-Feb 03	B-Mar 0	4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Patdown - General							1				1	1	
Patdown - Non-Flyer										1			
Persons w/ Disabilities (PWD)	1	2		3	1	3	5	5	5	5		3	
Persons w/ Disabilities (PWD) - Cognitive	1											1	
Persons w/ Disabilities (PWD) - Diabetes		1								1			
Persons w/ Disabilities (PWD) - Diapers/Ga	arments/Dres	sings/Masks			1								
Persons w/ Disabilities (PWD) - General		3 -				1	1						
Persons w/ Disabilities (PWD) - Hearing Im	nairment	1											
Persons w/ Disabilities (PWD) - Internal Me									2				
			odu	4						2		4	
Persons w/ Disabilities (PWD) - Medical De				1						3		1	
Persons w/ Disabilities (PWD) - Medically N		edication and	Medical S				2	2					
Persons w/ Disabilities (PWD) - Metal Impla	0 /			1				2				1	
Persons w/ Disabilities (PWD) - Mobility Dis	sability (Not \	Vheelchair o	r Scooter)							1			
Persons w/ Disabilities (PWD) - Prosthesis	Amputees ar	nd Casts					1						
Persons w/ Disabilities (PWD) - Touch Ave	rsion (pain/tra	auma)					1	1	1				
Persons w/ Disabilities (PWD) - Visual Imp						1							
Persons w/ Disabilities (PWD) - Wheelchai		edway		1		1			2				
Prohibited & Permitted Items	,	3,	3	•	2	4	1			2	3		
Prohibited & Permitted Items - Alcohol and	Tobacco						'				1		
		/D				-					ı		
Prohibited & Permitted Items - Breast Milk/I		a/Breast Pun	пр			1							
Prohibited & Permitted Items - Electronic D						1							
Prohibited & Permitted Items - Food/Bevera	ages		1				1			1			
Prohibited & Permitted Items - General			1										
Prohibited & Permitted Items - Knives/Tools	s/Razors/Sha	rp Objects			1						1		
Prohibited & Permitted Items - Liquids/Gels		,,	1		1	1					1		
	,, 10100010					1					1		
Prohibited & Permitted Items - Remains						1							
Prohibited & Permitted Items - Sporting Go										1			
Property - Special Handling	17	9		8	2	12	9	10	19	18	9	9	
Property - Special Handling - Damaged Ite	2	2		2		1	2	2	4	4	4	2	
Property - Special Handling - Damaged Ite	4	2				4	4	2	5	7	2	1	
Property - Special Handling - Missing Item	5	1					1	2	4	2	2	2	
Property - Special Handling - Missing Item	6	4		6	2	7	2	4	6	5		4	
Screening	14	13	6	6	7	16	6	10	13	11	13	6	
ŭ .		13	0	0	- /	10	0	10	13	- 11		0	
Screening - Crew Member or Airline Emplo	•										1		
Screening - Inconsistency	1	1		2	6	3	1	3	1		3		
Screening - Lengthy Lines			2	2					3	2	1	1	
Screening - Procedures/Process	11	12	4	2	1	10	5	7	9	9	7	5	
Screening - Retrieving Abandoned/Confis	1					3					1		
Screening - Security Breach	1												
Transfer to Security Specialist								1					
	Communicati	ion						1					
Transfer to Security Specialist - Reportable								1					
2022	131	194	187	135	164								
Airline	1	1	1										
Airline - Policy/Regulations/Service	1	1	1										
Civil Rights	7	8	5	3	4								
Civil Rights - Constitutional Rights				1									
Civil Rights - Headwear			1										
9					2								
Civil Rights - Race	7	7											
Civil Rights - Racial Profiling or Discrimina	7	7	2	2	1								
Civil Rights - Screening of Religious Cultura		1											
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	der	2		1								
Claims			1		2								
Claims - Status			1		2								
Customer Service	27	35	29	16	24								
Customer Service - CSM	21	1	20	10	27								
Customer Service - CSM  Customer Service - TSO	07		20	40	0.4								
	27	34	29	16	24								
DHS TRIP			1										
DHS TRIP  DHS TRIP - General			1										
	63	116		94	111								
DHS TRIP - General Expedited Passenger Screening Program		116	1	94	111								
DHS TRIP - General Expedited Passenger Screening Program Expedited Passenger Screening Program -	DoD	1	1 108										
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program	DoD 4	1 10	1 108	7	5								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program	DoD 4 59	1 10 104	1 108 4 102										
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -	DoD 4 59	1 10 104 1	1 108	7	5								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety	DoD 4 59	1 10 104	1 108 4 102	7	5								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -	DoD 4 59	1 10 104 1	1 108 4 102	7	5								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety	DoD 4 59	1 10 104 1	1 108 4 102	7	5								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General	DoD 4 59 TSA/DHS	1 10 104 1	1 108 4 102 2	7	5								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic	DoD 4 59 TSA/DHS	1 10 104 1 1	1 108 4 102 2	7	5 106								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks	DoD 4 59 TSA/DHS	1 10 104 1 1 1	1 108 4 102 2 1 1 1	7	5 106								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Expedited Passenger Screening Program - Hazardous Materials Safety  Hazardous Materials Safety - General Identification (ID) Requirements  Identification (ID) Requirements - Domestic Locks  Locks - Missing or Damaged Lock	DoD 4 59 TSA/DHS	1 10 104 1 1	1 108 4 102 2 1 1 1 2 2	7	5 106								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found	DoD 4 59 TSA/DHS 1 1 1 1 1	1 10 104 1 1 1	1 108 4 102 2 1 1 1 2 2 2	7	5 106								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA	DoD 4 59 TSA/DHS 1 1 1 1 1 1	1 10 104 1 1 1 1 2 2	1 108 4 102 2 1 1 1 2 2 2 2 2	7	5 106 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property	DoD 4 59 TSA/DHS 1 1 1 1 1 1 1	1 10 104 1 1 1 1 2 2	1 108 4 102 2 1 1 1 2 2 2	7	5 106								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA	DoD 4 59 TSA/DHS 1 1 1 1 1 1 1	1 10 104 1 1 1 1 2 2	1 108 4 102 2 1 1 1 2 2 2 2 2	7	5 106 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama	DoD 4 59 TSA/DHS 1 1 1 1 1 1 ged/Missii	1 10 104 1 1 1 1 2 2 2	1 108 4 102 2 1 1 1 2 2 2 2 2	7	5 106 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama	DoD 4 59 TSA/DHS  1 1 1 1 ged/Missil ged/Missing	1 10 104 1 1 1 1 2 2 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	7	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama	DoD  4 59 TSA/DHS  1 1 1 1 ged/Missing ged/Missing	1 10 104 1 1 1 1 2 2 2 1 tems-C	1 108 4 102 2 1 1 1 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disa  No Jurisdiction	DoD  4 59 TSA/DHS  1 1 1 1 ged/Missing ged/Missing 1 2	1 10 104 1 1 1 1 2 2 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	7	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program - Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	DoD  4 59 TSA/DHS  1 1 1 1 1 ged/Missin ged/Missing 1 2 1	1 10 104 1 1 1 1 2 2 2 2 1 tems-C 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disa  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP	DoD  4 59 TSA/DHS  1 1 1 1 ged/Missing ged/Missing 1 2	1 10 104 1 1 1 1 2 2 2 2 temsC 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program - Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	DoD  4 59 TSA/DHS  1 1 1 1 1 ged/Missin ged/Missing 1 2 1	1 10 104 1 1 1 1 2 2 2 2 1 tems-C 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program -  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestic  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disa  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP	DoD  4 59 TSA/DHS  1 1 1 1 1 ged/Missin ged/Missing 1 2 1	1 10 104 1 1 1 1 2 2 2 2 temsC 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Hazardous Materials Safety  Hazardous Materials Safety - General Identification (ID) Requirements  Identification (ID) Requirements - Domestic Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - No Referral  No Jurisdiction - Refer to CBP  No Jurisdiction - Refer to Other	DoD  4 59 TSA/DHS  1 1 1 1 1 ged/Missin ged/Missing 1 2 1 1 1	1 10 104 1 1 1 1 2 2 2 1 temsC 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program - Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer	DoD 4 59 TSA/DHS  1 1 1 1 1 ged/Missin ged/Missing 1 2 1 1 1 1 1	1 10 104 1 1 1 1 2 2 2 1 tems-C 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	7 87	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer	DoD 4 59 TSA/DHS  1 1 1 1 1 ged/Missing 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 10 104 1 1 1 1 2 2 2 2 1 temsC 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 3	7 87	5 106 2 2 2 3 2 1								
DHS TRIP - General  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	DoD	1 10 104 1 1 1 1 2 2 2 1 tems-C 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 2 3	1 1 3	5 106 2 2 2								
DHS TRIP - General  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer	DoD	1 10 104 1 1 1 1 2 2 2 2 1 temsC 1 2	1 108 4 102 2 1 1 1 2 2 2 2 2 3	7 87	5 106 2 2 2 3 2 1								

		1	SA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General	1	1											2
Persons w/ Disabilities (PWD) - Medical [	Devices - Att	ached to th	e Body		1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	2	1										3
Persons w/ Disabilities (PWD) - Metal Imp	1		1		1								3
Persons w/ Disabilities (PWD) - Mobility I	2		1	1	1								5
Persons w/ Disabilities (PWD) - Prosthesi	1	1			1								3
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipme	1										1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1										1
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol and	1		1										2
Prohibited & Permitted Items - Firearm/Ar	nmunition	1											1
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											1
Property - Special Handling	9	8	8	8	5								38
Property - Special Handling - Damaged Ite	2	5	5	3	2								17
Property - Special Handling - Damaged Ite	3	2		1	2								8
Property - Special Handling - Missing Iten	4		1	2	1								8
Property - Special Handling - Missing Iten	ns - Checke	1	2	2									5
Screening	11	11	16	10	9								57
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	3	1	2	2	2								10
Screening - Lengthy Lines	1	1	2		1								5
Screening - Procedures/Process	6	9	11	8	5								39
Screening - Retrieving Abandoned/Confis	cated Items		1		1								2
TWIC		1											1
TWIC - General		1											1

			TSA Conta	ct Center (	TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	3	2	2	1	4	2	1	3	1	2	2	2	2
2019					1		1	2	1		1	1	
Locks								1					
Locks - Missing or Damaged Lock								1					
Property - Special Handling					1		1	1	1		1	1	
Property - Special Handling - Damaged It	ems - Carry-	-On			1								
Property - Special Handling - Damaged It	ems - Check	ced					1						
Property - Special Handling - Missing Iten	ns - Checked	d						1	1		1	1	
2020	2	1	1	1	2	1				1			
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property	2	1	1		1	1							
Mishandling of Passenger Property - Dam	2	1	1		1	1							
Property - Special Handling					1								
Property - Special Handling - Missing Iten	ns - Checked	d			1								
Screening										1			
Screening - Procedures/Process										1			
2021	1					1		1		1	1	1	
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling						1				1	1		
Property - Special Handling - Damaged It	ems - Check	ced				1					1		
Property - Special Handling - Missing Iten	ns - Checked	d								1			
Screening												1	
Screening - Procedures/Process												1	
2022		1	1		1								
Expedited Passenger Screening Program		1			1								
Expedited Passenger Screening Program	- TSA PreC	1			1								
Property - Special Handling			1										
Property - Special Handling - Missing Iten	ns - Checked	d	1										

			I SA Conta	ci Center (	rcc) Data	1001 - FUIF	١.						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DIK		1					1			1	5	1	9
2019							1				2		3
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage							1		
Property - Special Handling							1				1		;
Property - Special Handling - Damaged	Items - Chec	ked									1		
Property - Special Handling - Missing Ite	ms - Checke	d					1						
2020		1									2		:
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property		1									1		1
Mishandling of Passenger Property - Da	maged/Missi	1									1		2
2021										1	1	1	:
Customer Service											1		
Customer Service - TSO											1		
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage						1			
Property - Special Handling												1	1
Property - Special Handling - Missing Ite	ms - Checke	d										1	

			I SA CUIILA	0. 00	. cc, Data		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG									4	1	2	3	10
2019									1	1			2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Checked Bag	ggage					1				1
Screening										1			1
Screening - Procedures/Process										1			1
2021									3		2	3	8
Additional Information Required/Insufficient In	formation								1				1
Additional Information Required/Insufficie	nt Informatio	n - EMAIL	ONLY						1				1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreC	heck										1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Checked Bag	ggage					1				1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged II	ems - Carry	-On									1		1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1
Screening												1	1
Screening - Procedures/Process												1	1

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Fe	b 03-Mar	04-Apr	05-May 06-J	un 07-Jul	08-Aug	09-Sep	Total
LH		2			3	2		3	3	5	3	
2019								1	1	1	1	
Mishandling of Passenger Property									1			
Mishandling of Passenger Property - Dam	aged/Missin	na ItemsC	hecked Ba	agage					1			
Patdown	5	5		55 5						1		
Patdown - Flyer										1		
Property - Special Handling											1	
Property - Special Handling - Damaged Ite	ems - Check	ed									1	
Screening								1				
Screening - Procedures/Process								1				
2020			•		2	1				1		
Customer Service						1						
Customer Service - TSO						1						
Mishandling of Passenger Property					l							
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ıç								
Property - Special Handling										1		
Property - Special Handling - Missing Item	s - Checked	1								1		
Screening			1	1								
Screening - Procedures/Process			1	1								
2021			1	l				2	2	3	2	
Civil Rights								1		1		
Civil Rights - Civil Rights Violation (TSA E	mployee)									1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	jender						1				
CSM/Stakeholder Follow-up				1								
CSM/Stakeholder Follow-up - General			1	1								
Customer Service									1			
Customer Service - TSO									1			
Expedited Passenger Screening Program										1	1	
Expedited Passenger Screening Program	- TSA PreC	heck								1	1	
Locks											1	
Locks - Missing or Damaged Lock											1	
No Jurisdiction									1			
No Jurisdiction - Refer to Other									1			
Prohibited & Permitted Items										1		
Prohibited & Permitted Items - General										1		
Screening								1				
Screening - Procedures/Process								1				
2022		2	1	l '	l	1						
Expedited Passenger Screening Program		1	1	1		1						
Expedited Passenger Screening Program	- TSA Appl	1										
Expedited Passenger Screening Program	- TSA PreC	heck	1	1		1						
Screening		1										
Screening - Procedures/Process		1										

ategories	10-Oct 1	11-Nov	12-D		1-Jan	CC) Data <sup>*</sup> 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	2	7		3	1	7	1	2			2		3	3
2019	_			•	•	•		_	2	_	_	_		
Customer Service										1				
Customer Service - TSO										1				
Mishandling of Passenger Property									2					
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked	Bagga	ne e				2					
2020	1	2		1	1	1						1	2	
Civil Rights	•	_		•	1	•						•	_	
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder			1									
Locks	rior managar	1												
Locks - Missing or Damaged Lock		1												
Mishandling of Passenger Property				1		1								
Mishandling of Passenger Property - Dam	aned/Missing	ItemsC		1		'								
Mishandling of Passenger Property - Dam				l Rannar	10	1								
Patdown	aged/iviissirig	items0	riconcu	Dagga	JC .	<u> </u>						1		
Patdown - Flyer as Observer												1		
Persons w/ Disabilities (PWD)												1	2	
Persons w/ Disabilities (PWD) - Prosthesis	c/Amputooc o	ad Casta											2	
` '	s/Ampulees al	iu Casis												
Property - Special Handling														
Property - Special Handling - Missing Item	1	-												
Screening Power Investigation (Processes		1												
Screening - Procedures/Process		1												
2021						1	1			1	2	1	1	1
Civil Rights								1			1			
Civil Rights - Civil Rights Violation (TSA E											1			
Civil Rights - Racial Profiling or Discrimina	ation							1						
Customer Service								1						
Customer Service - TSO								1						
Expedited Passenger Screening Program									1		1	1		
Expedited Passenger Screening Program	<ul> <li>TSA PreChe</li> </ul>	ck							1		1	1		
Lost and Found										1				
Lost and Found - Airport/TSA										1				
Mishandling of Passenger Property									1					
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked	l Bagga	ge				1					
Patdown													1	
Patdown - Flyer													1	
Property - Special Handling							1							
Property - Special Handling - Missing Item	s - Checked						1							
Screening						1								
Screening - Procedures/Process						1								
2022	1	5		2		5								1
Expedited Passenger Screening Program	1	4		2		4								1
Expedited Passenger Screening Program	- TSA Applica	tion Prog	gram			2								
Expedited Passenger Screening Program	1	4	_	2		2								
Property - Special Handling						1								
Property - Special Handling - Missing Item	s - Checked					1								
Screening		1												
Screening - Inconsistency		1												

			ISA Conta	ct Center (	rcc) Data	1001 - FOIA	L.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRT				1	1	2	1	1	4	4		2	16
2019							1	1	4	3		1	10
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1		2	2			5
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	Checked Bag	ggage			1						1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d					2	2			4
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged I	tems - Checl	ked						1				1	2
Property - Special Handling - Missing Ite	ms - Checke	d							1	1			2
2020				1		2				1			4
Customer Service										1			1
Customer Service - TSO										1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Touch A	version (pair	/trauma)				1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Ite	ms - Carry-O	n				1							1
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Progran	n - DoD											1	1
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Progran	n - TSA PreC	Check			1								1

	10.5		A Contact Co										
gories												09-Sep	Total
M	18	35	10	20	25	9	9	16	7	16	10	11	186
2019				5	5	1	5	8	4	4	5	2	3
Civil Rights  Civil Rights - Constitutional Rights					1			1	3				
Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimina	tion				1			1	2				
Civil Rights - Racial Profiting of Discrimina								ı	1				
Customer Service	syender			1				1	1				
Customer Service - TSO				1				1					
Locks				ı			1	ı				1	
												1	
Locks - Missing or Damaged Lock  Mishandling of Passenger Property				2	2		1	0		0	4	1	
	and/Minning H	omo Corr	v on Luggoda	3	3		1	2		2	1	1	1
Mishandling of Passenger Property - Dama					1		4	1			-		
Mishandling of Passenger Property - Dama	aged/iviissing ii	emsCned	скео вас	3	2		1	1		2	1	1	1
Patdown								2					
Patdown - Flyer								2					
Property - Special Handling	0111			1			2	2	1	2	1		
Property - Special Handling - Damaged Ite							1			1	1		
Property - Special Handling - Missing Item				1					1				
Property - Special Handling - Missing Item	s - Checked						1	2		1			
Screening					1	1	1				3		
Screening - Procedures/Process					1	1	1				3		
2020	4	4	1	2	6	6		2	1	6	2	3	3
Customer Service		1	1			3		1		1			
Customer Service - TSO		1	1			3		1		1			
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	3			1	2	1				1			
Mishandling of Passenger Property - Dam	2			1	2	1				1			
Mishandling of Passenger Property - Disa	1												
Persons w/ Disabilities (PWD)				1					1				
Persons w/ Disabilities (PWD) - Prosthesis	/Amputees an	d Casts							1				
Persons w/ Disabilities (PWD) - Visual Imp	airment			1									
Property - Special Handling	1	3			1	2				2	1	2	1
Property - Special Handling - Damaged Ite	ms - Checked					1							
Property - Special Handling - Missing Item						1				1			
Property - Special Handling - Missing Item	1	3			1					1	1	2	
Screening					2			1		2	1	1	
Screening - Procedures/Process					1			1		2	1	1	
Screening - Security Breach					1								
2021	6	6	1	1	4	2	4	6	2	6	3	6	4
Civil Rights			•		•	_		2	1	1			
Civil Rights - Racial Profiling or Discrimina	tion							2		1			
Civil Rights - Sex/Gender/Gender Identity-		der							1	•			
Customer Service	riot rianogoni	2		1	1		1	1			2		
Customer Service - TSO		2		1	1		1	1			2		
Expedited Passenger Screening Program			1	'	1		2	1	1	4	1	5	1
Expedited Passenger Screening Program	Active Duty N	lilitary	1		'			!	'				- '
Expedited Passenger Screening Program -			'		1		2	1	1	4	1	5	1
Mishandling of Passenger Property	4	1			'			1			1	J	'
	1	'						1					
Mishandling of Passenger Property - Dam		1						4					
Mishandling of Passenger Property - Dam	2	ı						1					
Mishandling of Passenger Property - Disa	1					4							
Patdown	1					1							
Patdown - Flyer	1												
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W		or Scooter)			1							
Property - Special Handling	1_	1						1		1		1	
Property - Special Handling - Damaged Ite										1			
Property - Special Handling - Damaged Ite	ms - Checked											1	
Property - Special Handling - Missing Iten	1	1						1					
Screening		2			2		1						
Screening - Inconsistency					1								
Screening - Procedures/Process		2			1		1						
2022	8	25	8	12	10								6
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	1	1											
Customer Service - TSO	1	1											
Expedited Passenger Screening Program	5	17	8	12	10								5
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	2	3	1										
	3	13	7	11	10								4
Expedited Passenger Screening Program				1	10								7
Expedited Passenger Screening Program  Expedited Passenger Screening Program		nlovees - 1	()nf In										
Expedited Passenger Screening Program	TSA/DHS Em		Opt In										
Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	TSA/DHS Em	2	Opt In	1									
Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/(	TSA/DHS Em	2 2	Opt In	1									
Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling	TSA/DHS Em 1 1	2 2 2	Opt In	ı									
Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Ite	TSA/DHS Em 1 1 ms - Checl	2 2 2 1	Opt In	ı									
Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	TSA/DHS Em 1 1 ms - Checl	2 2 2 1	Opt In	ı									
Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Property - Special Handling Property - Special Handling - Damaged Ite	TSA/DHS Em 1 1 ms - Checl	2 2 2 1	Opt In	ı									

1979   1982   226   212   233   232   244   1977   1984   179   146   174   168   249   259	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2016   1925														
The Highes		102												
Cold Rights - Marked Color														
Coli Rights - Heseroece    1														2
Cold Rights - New York Packager   1										1			2	3
Cold Rights - National Orgin Child Rights - National Orgin Child Rights - National Orgin Child Rights - National Child Representations 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2											1			1
Cui-Rigns - Personed Redger   1										1			1	2
Coll Rights - Related Profilery of Discrete relation 1	Civil Rights - Perceived Religion									1	1			2
Colf Rights - Seward Circuitation - No Transporter  Colf Rights - Transpointed Conversions  Consoner Services - Colfers  Consoner Se	Civil Rights - Racial Profiling or Discrimina	ation			1		2	1	2	1	2	2		11
Case Regists - Transporter Servency  Customer Services - Others  Customer Services - O	Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender						2			1		3
Customer Service   4	Civil Rights - Sexual Orientation - Not Tra	nsgender							1					1
Customer Services - CPDS	Civil Rights - Transgender Screening								2					2
Customer Sonton - TSO	Customer Service				4	5	13	19	8	10	16	14	12	101
Looks   Looks Allewing or Demanged Lock	Customer Service - Others						1	1						2
Locks - Moorage Domages Lock  Lock and Perior J. Algorithms  Mathending of Pessarger Properly - Damaged Ministry  Minist	Customer Service - TSO				4	5	12	18	8	10	16	14	12	99
Last and Found Last and	Locks				1	2	2	3	4	3	8	4	2	29
Last and Found - AlprotTSA	Locks - Missing or Damaged Lock				1	2	2	3	4	3	8	4	2	29
Mathandring of Pleaserger Property - Demonspeldinging Interns-Centry-on Log 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Lost and Found					1		1			1	4		7
Michaeling of Peacerge Peoperty - Charagopt Michael Intern. Checked State 9 7 12 13 0 13 5 7 11 10 Michaeling of Peacerge Peoperty - Charagopt Michael Intern. Checked State 9 7 12 13 0 13 5 7 11 10 Michaeling of Peacerge Peoperty - Charagopt Michaeling Intern. Checked State 9 1 2 1 0 1 0 1 0 1 1 0 1 1 1 1 1 1 1 1 1	Lost and Found - Airport/TSA					1		1			1	4		7
Minhanding of Passenger Property - Dampged Masses (1987)   1   1   1   1   1   1   1   1   1	Mishandling of Passenger Property				11	10	15	16	11	16	6	10	12	107
Misharding of Peasenger Property - Dearraged Nature   1	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	1	1			1	1				4
Mahandring of Passenger Property - Deserved tennes-Cenny-on or Checke   1	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	9	7	12	13	9	13	5	7	11	86
Petitionan - Flyer a Chairmer Patriconan - Flyer a Chairmer Petition - Flyer -	Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	nspecified L	uggage				1					1
Patsonn - Flyar   1	Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	1	2	3	3		2	1	3	1	16
Pationn - Flyera as Chesnere	Patdown				1	2	1	4	5	3	4	5	3	28
Patrons of Disabilities (PVD) - Secret Conner	Patdown - Flyer				1			3	4	2	4	5	3	22
Patisonn - Ceneral	Patdown - Flyer as Observer						1			1				2
Persons w Disabilities (PWD) - Gravest Carser						1								1
Persons w Disabilities (PWD) - Gravest Carser	Patdown - Non-Flyer					1		1	1					3
Persons w Disabilities (PWD) - Grant Center   1	•					6	3		1	4	3	5	6	33
Persons w Disabilities (PWD) - Carginive Operated Province of the Persons w Disabilities (PWD) - Carginive Operated Province was all to a company of the Persons w Disabilities (PWD) - Carginia Operated Persons w Disabilities (PWD) - Carginia Operated Persons w Disabilities (PWD) - Carginia Operated Medical Devices		ancer												
Persons w/ Disabilities (PWD) - Compress   1	· · · ·		Breast Car	ncer		1								1
Persons w/ Disabilities (PWD) - Disabetes							1	1		1				3
Persons w/ Dashilities (PWD) - Internal Medical Devices   1   1   1   2   2   2   2   2   2   2											1	1	1	
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1							3
Persons w   Disabilities (PWD) - Medically   Necessary Medication and Medical Supplies   1   1   3   3   9   9   9   1   1   1   3   1   4   9   9   9   9   9   9   9   9   9		ı Medical Devid	es									2		
Persons w Disabilities (PWD) - Moltal (PwD) - Ostomy/Cotomates				and Medica	al Supplies						1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				and modific	ж опрриос	2			1					3
Persons w   Disabilities (PWD) - Starty coy and Inhabet Equipment			t Wheelch	air or Scoote	er)			1			1		1	
Persons w   Disabilities (PWD) - Service Animals				0. 00001.	J. /									
Persons w Disabilities (PMD) - Service Animals   1			er Fauinme	ent										
Persons w Disabilities (PWD) - Touch (pain/tauma) Persons w Disabilities (PWD) - Touch (pain/tauma) Persons w Disabilities (PWD) - Wheelshalf Scooter's Segway 1 1 2 2 11 11 18 15 11 18 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 3 2 2 8 Property - Special Handling - Damaged Items - Carry-On 3 4 2 2 5 5 2 4 2 6 3 3 2 Property - Special Handling - Damaged Items - Checked 5 4 2 2 5 5 2 4 2 6 3 3 2 Property - Special Handling - Missing Items - Carry-On 3 4 2 2 3 1 1 4 2 2 4 3 3 26 Property - Special Handling - Missing Items - Carry-On 3 4 2 3 1 4 2 2 4 3 3 26 Property - Special Handling - Missing Items - Carry-On 3 4 2 3 8 8 6 9 7 7 4 9 8 9 8 9 1 1 3 2 1 1 1 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1			or Equipme	2110		1		'						1
Persons w Disabilities (PVD) - Wheelchair/ Scotort Segwey			trauma)							1		1		2
Property - Special Handling							1						1	
Property - Special Handling - Damaged Items - Checked		ani occocci,	ocgway		14	15		Q	12		11	18		
Property - Special Handling - Damaged Items - Checked		ems - Carry-l	)n											
Property - Special Handling - Missing lems - Clecked								2		2	1			
Property - Special Handling - Missing Items - Checked														
Screening - Children														
Screening - Che Member or Airline Employee		is - Officered												
Screening - Creew Member or Airline Employee					'			0	0	- 0	- 0	1	,	1
Screening - Inconsistency   1   1   2   4	-	OVEE										1		
Screening - Lengthy Lines   1		Oyec									1		2	
Screening - Procedures/Process   1 3 3 3 6 6 6 4 4 5 33							1		2	1				
Screening - Retrieving Abandoned/Confiscated Items   1					1	2		2			1		5	
Screening - Security Breach   Screening - Security Breach   Secu		cated Items			1	3	3	3	0	0		4	3	
2020		cated items								1	- 1	1		
Civil Rights		60	60	70	E 4	24	20	•	•		20		24	
Civil Rights - Age								9		13		31	24	
Civil Rights - National Origin   1		4	3		4						- 1			
Civil Rights - Perceived Religion			1			1	1							
Civil Rights - Racial Profiling or Discrimin		1	'		4	- 1	- '							
Civil Rights - Screening of Religious or City   Civil Rights - Sex/Gender/Gender Identity   1			2			- 1			- 1					
Civil Rights - Sex/Gender/Gender Identity	0				3	- 1								
Civil Rights - Transgender Screening   1														
Customer Service	•	1												
Customer Service - Others         1         1         1         2         2         2         2         2         2         2         3         81         3         81         3         4         8         3         81           Locks         2         2         2         3         4         2         2         1         1         1         17           Locks - Missing or Damaged Lock         2         2         2         3         4         2         2         1         1         1         1         17           Lost and Found         1         1         1         1         1         1         1         1         1         7           Lost and Found - Airport/TSA         1         1         1         1         1         1         1         1         7         7         8         98           Mishandling of Passenger Property - Damaged/Missing ItemsC         1         1         1         1         1         1         7         8         98           Mishandling of Passenger Property - Dam         14         17         16         4         3         3         2         3         2         5		40	4.4	4.4	40	0	4	2	4	2		0	2	
Customer Service - TSO         13         13         13         13         6         1         3         1         3         4         8         3         81           Locks         2         2         2         3         4         2         2         1         1         1         17           Lost and Found         1         1         1         1         1         1         1         7           Lost and Found - Airport/TSA         1         1         1         1         1         1         1         1         7           Lost and Found - Airport/TSA         1         1         1         1         1         1         1         1         1         7           Mishandling of Passenger Property - Dam         15         18         21         7         6         3         2         3         3         5         7         8         98           Mishandling of Passenger Property - Dam         14         17         16         4         3         3         2         3         2         5         7         7         83           Mishandling of Passenger Property - Disa         1         1         4         <		13			13	0	ı	3		3	4	8	3	
Locks		40			40	0	4	0	4	0	4	0	-	
Locks - Missing or Damaged Lock   2   2   3   4   2   2   1   1   1   1   1   1   1   1									Į.		4	0	3	
Lost and Found														
Lost and Found - Airport/TSA					4					1		4		
Mishandling of Passenger Property         15         18         21         7         6         3         2         3         3         5         7         8         98           Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa         14         17         16         4         3         3         2         3         2         5         7         7         83           Mishandling of Passenger Property - Dam Mishandling of														
Mishandling of Passenger Property - Damaged/Missing Items—C       1       1       2         Mishandling of Passenger Property - Dam       14       17       16       4       3       3       2       3       2       5       7       7       83         Mishandling of Passenger Property - Disa       1       1       4       3       3       2       3       2       5       7       7       8       8         Patdown       8       3       1       2       14       1       14					7				0	0			0	
Mishandling of Passenger Property - Dam         14         17         16         4         3         3         2         3         2         5         7         7         83           Mishandling of Passenger Property - Disa         1         1         4         3         3         2         3         2         5         7         7         83           Patdown         8         3         1         2         1         14           Patdown - Flyer         8         3         1         2         2         1         1         2         14           Persons W/ Disabilities (PWD)         7         6         2         7         2         1         1         2         2         2         2         2         8         3         1         2         2         2         2         1         1         2					- /	6	3	2	3		5	/	8	
Mishandling of Passenger Property - Disa         1         1         4         3         3         1         13           Patdown         8         3         1         2         14           Patdown - Flyer         8         3         1         2         14           Persons w/ Disabilities (PWD)         7         6         2         7         2         1         1         2         28           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment         1         1         1         1         1         1         1         1         1         1         1         1         1         1         3         1         2         28         2         7         2         1         1         2         28         2         7         2         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         3         3         1         2         2         8         3         1         1         2         2         8         3         1         1         3         1         1         1         3         3					4	0		0	0			7	7	
Patdown         8         3         1         2         14           Patdown - Flyer         8         3         1         2         14           Persons W Disabilities (PWD)         7         6         2         7         2         1         1         2         28           Persons W Disabilities (PWD) - Cognitive / Developmental / Ment         1         1         1         1         1         1         1         1         1         1         1         1         1         3         1         3         1         2         28							3	2	3	2	5	7		
Patdown - Flyer					3								1	13
Persons w/ Disabilities (PWD)         7         6         2         7         2         1         1         2         28           Persons w/ Disabilities (PWD) - Cognitive / Developmental /Ment         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         3         1         3         1         3         3         1														14
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Ment       1       1         Persons w/ Disabilities (PWD) - Diabetes       1       1         Persons w/ Disabilities (PWD) - General       1       1       3         Persons w/ Disabilities (PWD) - Hearing Impairment       1       1       1         Persons w/ Disabilities (PWD) - Internal Medical Devices       1       1       1	•													14
Persons w/ Disabilities (PWD) - Diabetes         1         1           Persons w/ Disabilities (PWD) - General         1         1         3           Persons w/ Disabilities (PWD) - Hearing Impairment         1         1         1           Persons w/ Disabilities (PWD) - Internal Medical Devices         1         1         1					7	2				1	1		2	28
Persons w/ Disabilities (PWD) - General         1         1         3           Persons w/ Disabilities (PWD) - Hearing Impairment         1         1         1           Persons w/ Disabilities (PWD) - Internal Medical Devices         1         1         1		/Developme	ntal /Ment	1										1
Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 1														1
Persons w/ Disabilities (PWD) - Internal Medical Devices 1					1								1	3
										1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 2	· · · · · ·													1
	Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ached to th	e Body	1								1	2

			TSA Conta	act Center	(TCC) Dat	a Tool - FOIA							
ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically	1				2							,	4
Persons w/ Disabilities (PWD) - Metal Imp	1												2
Persons w/ Disabilities (PWD) - Mobility [	1					1							3
Persons w/ Disabilities (PWD) - Prosthesis		and Cast	s .	1	1	1							3
Persons w/ Disabilities (PWD) - Respirator										1			1
Persons w/ Disabilities (PWD) - Service Al		Lquipii	ı							- 1			
. , , , , , , , , , , , , , , , , , , ,													
Persons w/ Disabilities (PWD) - Touch Av	1												2
Persons w/ Disabilities (PWD) - Wheelcha	2												;
Property - Special Handling	10	13	3 18	3 1	3	8 7	1	1	2	8	7	7	9
Property - Special Handling - Damaged Ite	2					2				1			
Property - Special Handling - Damaged Ite	3			5	3	3 2			1	2	1	2	2
Property - Special Handling - Missing Item	1					2			1	1	3		1
Property - Special Handling - Missing Item	4					3 3	1	1		4	3	5	5
1 1 0 0	4			,	9	3 3	- 1	ı		4			
Request for Assistance													
Request for Assistance - Other													
Screening	8	3	3 !	9	6	5 5	1	3	3	1	8	4	6
Screening - Crew Member or Airline Emplo	oyee				1								
Screening - Inconsistency				1	1						1		
Screening - Lengthy Lines		3	3	1	1	1				1			
Screening - Procedures/Process	7					4 4	1	3	2		7	3	4
			,	,	3	4 4		3	1				-
Screening - Retrieving Abandoned/Confisc									ı				
Screening - Security Breach	1			2		1						1	
2021	33	19	) 2 <sup>.</sup>	1 1	6 1	8 23	37	39	66	66	71	84	49
Additional Information Required/Insufficient Info	ormation									1			
Additional Information Required/Insufficien	t Information	- EMAIL	ONLY							1			
Airline						1							
						1							
Airline - Policy/Regulations/Service						1							
Animals													
Animals - Carry-On													
Civil Rights	1	2	2	2	1	2 2	3		6	5	2	3	2
Civil Rights - Civil Rights Violation (TSA E	mployee)								1				
Civil Rights - National Origin	. , ,						2					1	
Civil Rights - Perceived Religion							1		1			- '	
	4			4		1	- 1						
Civil Rights - Racial Profiling or Discrimina				1		1			4	3	2	2	1
Civil Rights - Screening of Religious Cultur			9 .	1									
Civil Rights - Screening of Religious or Cu	Itural Garme	nts				1							
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender			1	1 1							
Civil Rights - Sexual Orientation - Not Tran										1			
Civil Rights - Transgender Screening	3									1			
Claims								4		- '			
								1					
Claims - General								1					
Customer Service	6	4	1 (	3	6	2 6	4	10	10	7	10	11	8
Customer Service - CSM					1								
Customer Service - Others													
Customer Service - TSO	6	3	3 (	3	5	2 6	4	10	10	7	10	11	8
Duplicate E-mail				-							1		
Duplicate E-mail - General											1		
					•					0.1			
Expedited Passenger Screening Program				3	3	1 11	17	14	30	31	43	57	21
Expedited Passenger Screening Program	- DoD						2			1			
Expedited Passenger Screening Program	<ul> <li>TSA Applic</li> </ul>	ation Pro	gram			1	2	2	2		1	6	1
Expedited Passenger Screening Program	- TSA PreCh	eck		3	3	1 10	13	12	28	30	42	51	19
Identification (ID) Requirements							1		1				
Identification (ID) Requirements - Domesti	0						1		1				
	C								ı	4			
Locks							2			1	1	1	
Locks - General											1		
Locks - Missing or Damaged Lock							2			1		1	
Lost and Found	1	2	)			1							
Lost and Found - Airport/TSA	1		2			1							
Mishandling of Passenger Property	10	-		7		5	1	4	3	1	2		3
Mishandling of Passenger Property - Dama				1	_	<u> </u>	1	4	3	1			3
		_			0	_		-	_	1			
Bullemanauna of Haccongor Bronorty Dom	10				2	5	1	3	3		2		3
Mishandling of Passenger Property - Dam		Carry-o	n or Check	ed				1					
Mishandling of Passenger Property - Dani	rayed Items-					2				1			
	rrayed Items-									1			
Mishandling of Passenger Property - Disar No Jurisdiction	rayed Items-												
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP	rayed Items-					1							
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA	rayed Items-					1							
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other	rayed Items-					1							
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	•									1			
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	•									1			
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	•	,						2	4			1	
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	•	,						2 2	4 4	1		1 1	1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer	•						2			1 4			1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	al 1						2	2	4	1 4 4 2		1	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	al 1				1		2	2	4	1 4 4 2 1		3	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spensons w/ Disabilities (PWD) - Diabetes	al 1							2	4	1 4 4 2		1	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	al 1 pectrum				1		2	2	4	1 4 4 2 1		3	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spectrom Species - Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D	al 1 pectrum		he Body		1			2	4	1 4 4 2 1		3	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	al 1 pectrum		he Body		1			2	4	1 4 4 2 1		3	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically	al 1 Dectrum  Devices - Atta 1	ched to t	he Body		1		1	1	1 1	1 4 4 2 1		1 3	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	al 1 Dectrum  Devices - Atta 1	ched to t	he Body		1		1	1	1 1 2	1 4 4 2 1		1 1	1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spaces of Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelchal Prohibited & Permitted Items	al  1 Dectrum  Devices - Atta 1 nir/ Scooter/ \$	ched to t	he Body		1		1	1	1 1 2 2	1 4 4 2 1	2	1 1	1 1 1.
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items	al  1 Dectrum  Devices - Atta 1 nir/ Scooter/ \$	iched to t	•		1		1	1	1 1 2	1 4 4 2 1		1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spaces of Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelchal Prohibited & Permitted Items	al  1 Dectrum  Devices - Atta 1 nir/ Scooter/ \$	iched to t	•		1		1	1	1 1 2 2	1 4 4 2 1	2	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items	al  Dectrum  Devices - Atta  1  air/ Scooter/ S  d Tobacco /Baby Formu	iched to t Segway	t Pump		1		1	1	1 1 2 2	1 4 4 2 1		1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - Breast Milk	al 1 Dectrum  Devices - Atta 1 Inir/ Scooter/ S 1 Tobacco //Baby Formu	iched to t Segway	t Pump		1		1	1	1 1 2 2	1 4 4 2 1		1 1	11 11 11
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - Knives/Too Prohibited & Permitted Items - Liquids/Gel	al 1 Dectrum  Devices - Atta 1 Inir/ Scooter/ S 1 Tobacco //Baby Formu	iched to t Segway	t Pump		1		1	1	1 1 2 2	1 4 4 2 1	1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Senera	al  Devices - Atta  1  iir/ Scooter/ S  1 Tobacco /Baby Formu Is/Razors/Sh s/Aerosols	iched to t Segway ila/Breas arp Obje	t Pump cts		1 1 1	1	1	1	1 1 2 2 1	1 4 4 2 1 1 1	1	1 3 1 1 1	11 11 11
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Reasat Milk Prohibited & Permitted Items - Liquids/Gel Prohibited & Permitted Items - Remains Property - Special Handling	al  Devices - Atta  1  iir/ Scooter/ \$  1 Tobacco /Baby Formu Is/Razors/Sh s/Aerosols	iched to t Segway illa/Breas iarp Obje	t Pump		1 1 1		1	1	1 1 2 2	1 4 4 2 1 1 1	1 1 5	1 1	11 11 11 11 11 11 11 11 11 11 11 11 11
Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to FAA No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Seneral Senera	al  Devices - Atta  1  iir/ Scooter/ S  1 Tobacco //Baby Formu Is/Razors/Sh s/Aerosols  11  ems - Carry-C	iched to to to Segway  alla/Breas arp Obje	t Pump cts		1 1 1	1	1	1	1 1 2 2 1	1 4 4 2 1 1 1	1	1 3 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Catogories	40.0-4				•	Tool - FOIA		05 14	00 1	07 1-1	00 A	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iter		1					2			1			10
Property - Special Handling - Missing Iter		2		1			3			3		1	19
Screening Crow March on an Airling From	3	3	3		3	3	2	2	2 4	6	5	5	39
Screening - Crew Member or Airline Emp	loyee		1		0	-					4	4	1
Screening - Inconsistency Screening - Lengthy Lines					2			1	1 1		1	1	7
	2	2				<u> </u>	4		2			1	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	3	3	2		1	1	1 1		3	6	4	3	27
Transfer to Security Specialist							1			1			
Transfer to Security Specialist - Reportab	le Communi	cation								1			1
2022	81	137	121	130	136								605
Airline	01	137	2	130	130								3
Airline - Policy/Regulations/Service			2		1								3
Civil Rights	3	4	1	2									11
Civil Rights - Civil Rights Violation (TSA			'	1									1
Civil Rights - Racial Profiling or Discrimin		4	1	'	1								9
Civil Rights - Sexual Orientation - Not Tra			'	1									1
Claims	1												1
Claims - General	1												1
Customer Service	8	5	8	7	6								34
Customer Service - Others	0		1	,	0								1
Customer Service - TSO	8	5	7	7	6								33
Expedited Passenger Screening Program	55	113	96	107	119								490
Expedited Passenger Screening Program		2	1	107	113								3
Expedited Passenger Screening Program					1								3
Expedited Passenger Screening Program  Expedited Passenger Screening Program				6									39
		14	11										
Expedited Passenger Screening Program		96	84	101	112								446
Expedited Passenger Screening Program		1											1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domes				1									2
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Lost and Found		1		1									2
Lost and Found - Airport/TSA		1		1									2
Mishandling of Passenger Property	1		3										4
Mishandling of Passenger Property - Dan		g ItemsC	2										2
Mishandling of Passenger Property - Disa	1		1										2
No Jurisdiction	1		1										2
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1												1
Patdown	3	4	1	2	1								11
Patdown - Children				1									1
Patdown - Flyer	3	2	1	1	1								8
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	1	1	1	3								8
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal I	1			1									2
Persons w/ Disabilities (PWD) - Medicall													1
Persons w/ Disabilities (PWD) - Service			1										1
Persons w/ Disabilities (PWD) - Touch Av		(trauma)			1								1
Persons w/ Disabilities (PWD) - Visual Im					1								1
Persons w/ Disabilities (PWD) - Wheelch		1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/To	ı ols/Razors/S	harp Objec											1
Property - Special Handling	2	6	5	4	1								18
Property - Special Handling - Damaged II		3	5	3									7
Property - Special Handling - Damaged II			1	1									2
Property - Special Handling - Missing Iter		2		- 1									2
Property - Special Handling - Missing Iter		1			4								
			3		1								- 6
Screening	2	3	2	5 1									15 1
Corponing Interested													
Screening - Inconsistency	4			ı									
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1	1 2	2										2

			TOA GOILLA	st Center (1	oo, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAR			1	2	1	4			1		1		10
2019						1			1				2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	Checked Bag	ggage		1							1
Screening									1				1
Screening - Procedures/Process									1				1
2020				2	1	1							4
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	Checked Bag	1	1								2
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-or	n or Checked	1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Ite	ems - Checke	d				1							1
2021						2					1		3
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	Checked Bag	ggage		1							1
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-or	n or Checked	d							1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Ite	ems - Carry-O	n				1							1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Progra	m - TSA PreC	heck	1										1

Civil Rights Civil Rights Civil Rights - Sexual Orientation - Not Transq Locks Locks - Missing or Damaged Lock		12-Dec 3	01-Jan 4 1	02-Feb 3 2	03-Mar 3 2	04-Apr 1 1	05-May 1 1	06-Jun 1	07-Jul 3	08-Aug 1	09-Sep 2	Total 2:
Civil Rights Civil Rights - Sexual Orientation - Not Transq Locks Locks - Missing or Damaged Lock	gender	3	-	2		-	•	1	3	1	2	2
Civil Rights Civil Rights - Sexual Orientation - Not Transq Locks Locks - Missing or Damaged Lock			1		2	1	4					
Civil Rights - Sexual Orientation - Not Transo Locks Locks - Missing or Damaged Lock				1			1			1	1	,
Locks Locks - Missing or Damaged Lock												
Locks - Missing or Damaged Lock	aved ItemsCarry-or			1								
	aved ItemsCarry-or				1							
	ved ItemsCarry-or				1							
Mishandling of Passenger Property	ved ItemsCarry-or				1							
Mishandling of Passenger Property - Disarra	tyou nomb ounty of	or Checked			1							
Persons w/ Disabilities (PWD)				1								
Persons w/ Disabilities (PWD) - Diabetes				1								
Property - Special Handling			1								1	
Property - Special Handling - Damaged Item	s - Checked		1									
Property - Special Handling - Missing Items	- Checked										1	
Screening						1	1			1		
Screening - Lengthy Lines							1					
Screening - Procedures/Process						1				1		
2020	1	1	2									
Customer Service			1									
Customer Service - TSO			1									
Mishandling of Passenger Property	1											
Mishandling of Passenger Property - Disa	1											
Patdown		1										
Patdown - Flyer		1										
Screening			1									
Screening - Procedures/Process			1									
2021		1	1		1			1	3		1	
Claims		1										
Claims - General		1										
Expedited Passenger Screening Program			1									
Expedited Passenger Screening Program - 1	ΓSA PreCheck		1									
Identification (ID) Requirements									1			
Identification (ID) Requirements - Domestic									1			
Mishandling of Passenger Property					1			1	1		1	
Mishandling of Passenger Property - Damag	ed/Missing ItemsC	hecked Bagga	age		1			1	1			
Mishandling of Passenger Property - Disarra			3								1	
Property - Special Handling	, ,								1			
Property - Special Handling - Damaged Item	s - Checked								1			
2022		1		1								
Expedited Passenger Screening Program		•		1								
Expedited Passenger Screening Program - 1	TSA PreCheck			1								
Property - Special Handling		1		'								
Property - Special Handling - Missing Items	- Checked	1										

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAU					2		1					1	4
2019					1		1					1	3
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checke	d										1	1
2022					1								1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1

Categories	10-Oct	11-Nov	12-Dec	act Center 01-Jan	02-Feb			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	17	12				10	7	11	15	17	17	16	16	151
2019	17	12		-	1	2	4	5	9	7	8	2	3	41
Civil Rights					•		-	J		1	2			3
Civil Rights - National Origin										1				1
Civil Rights - Racial Profiling or Discrimina	ation										2			2
Customer Service							2		1	1	3			7
Customer Service - Others										1				1
Customer Service - TSO							2		1		3			6
Locks										1				1
Locks - Missing or Damaged Lock										1				1
Mishandling of Passenger Property							1	1		2	1	1	3	9
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Li	iddade			•						1	1
Mishandling of Passenger Property - Dam										2		1	2	5
Mishandling of Passenger Property - Dam								1						1
Mishandling of Passenger Property - Disa							1				1			2
Patdown	rayou nomo	ourry on	or orlook	.00		1	-	2	1	1				5
Patdown - Flyer						1		2		1				4
Patdown - Flyer as Observer						'			1					1
Persons w/ Disabilities (PWD)									1	1	1			3
Persons w/ Disabilities (PWD) - Diabetes									'	1	'			1
Persons w/ Disabilities (PWD) - Prosthesi	e/Amputees a	nd Caete							1	- 1				1
Persons w/ Disabilities (PWD) - Wheelcha									'		1			1
Property - Special Handling	iii/ Scoolei/ S	egway			1			1	2		1	1		6
	ome Chocko	d			ı			- 1	1		- '	1		2
Property - Special Handling - Damaged Ite		u							1			ļ		1
Property - Special Handling - Missing Item					1			- 4	'		4			
Property - Special Handling - Missing Item Screening	is - Checked				1	1	1	1	4		1			7
						1	- 1	1	1					3
Screening - Procedures/Process						I	1	1						
Screening - Procedures/Process		_			,		1	_	3				4	30
2020 Civil Piahto	2	1			3		1	2	1	3	2	4	4	28
Civil Rights	42													2
Civil Rights - Racial Profiling or Discrimina	ation	1							1					2
Customer Service		1						1		1				3
Customer Service - Others		1												1
Customer Service - TSO								1		1				2
Locks					1							1		2
Locks - Missing or Damaged Lock					1							1		2
Mishandling of Passenger Property	1	1			1			1			1	1	1	7
Mishandling of Passenger Property - Dam					1			1				1	1	5
Mishandling of Passenger Property - Disa	rrayed item	1									1			2
Patdown							1							1
Patdown - Flyer							1							1
Persons w/ Disabilities (PWD)												1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/ti											1		1
Property - Special Handling	1	1								2			2	6
Property - Special Handling - Damaged Ite		1												1
Property - Special Handling - Missing Item	1				4					2			2	5
Screening		2			1						1	1	1	6
Screening - Lengthy Lines		1			4									1
Screening - Procedures/Process		1			1	•					1	1	1	5
2021	4					3	2	4	5	7	7	10	9	51
Airline													1	1
Airline - Policy/Regulations/Service								-					1	1
Civil Rights	41							1	1					2
Civil Rights - Racial Profiling or Discrimina								1	1				•	2
Customer Service	1											1	2	4
Customer Service - TSO	1					_						1	2	4
Expedited Passenger Screening Program	TO A A	6 D				1	1	2	1	2	4	6	3	20
Expedited Passenger Screening Program			ıram			_			1			1	•	2
Expedited Passenger Screening Program	- ISA PreCh	₽CK				1	1	2		2	4	5	3	18
Identification (ID) Requirements											1			1
Identification (ID) Requirements - Domesti	С										1			1
Lost and Found								1						1
Lost and Found - Airport/TSA						4		1						1
Mishandling of Passenger Property	rroug al II	Corre	or Charl	ad		1				1				2
Mishandling of Passenger Property - Disa	rrayed items-	-carry-on	or Uneck	ea		1				1				2
No Jurisdiction												1		1
No Jurisdiction - Refer to Other												1		1
Patdown	1								2					3
Patdown - Flyer	1								2					3
Persons w/ Disabilities (PWD)	1								1 1					1
Persons w/ Disabilities (PWD) - Hearing In									1					
Persons w/ Disabilities (PWD) - Wheelcha	1													1
Prohibited & Permitted Items										1				1
Prohibited & Permitted Items - Liquids/Ge	s/Aerosols									1				1
Property - Special Handling							1			2	1	1	2 1	8
	1										1	1		3
Property - Special Handling - Damaged Ite							,							
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ems - Checke						1						1	2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	ems - Checke is - Carry-On						1			2				2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Iten	ems - Checke is - Carry-On						1						1	2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Iten Screening	ems - Checke is - Carry-On					1	1			1	1	1	1	2 1 5
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	ems - Checke is - Carry-On 1	d				1	1						1	2 1 5 5
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2022	ems - Checke is - Carry-On				5		1			1	1	1	1	2 1 5 5 31
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2022 Airline	ems - Checke is - Carry-On 1	d			1	1	1			1	1	1	1	2 1 5 5 <b>31</b> 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2022	ems - Checke is - Carry-On 1	d				1	1			1	1	1	1	2 1 5 5 31

			ISA Conta	ci center (	rcc) Data	1001 - FUIF	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimin	1												1
Expedited Passenger Screening Program	4	3	4	2	5								18
Expedited Passenger Screening Program	- DoD	1											1
Expedited Passenger Screening Program	4	2	4	2	5								17
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	1											1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Iten	ns - Carry-O	n		1									1
Screening	3	1		1									5
Screening - Inconsistency	1			1									2
Screening - Procedures/Process	2	1											3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	10 001	111101	7	6	8	7	1					3	4
2019				2	2	1	•	•	1	-	2	•	_
Mishandling of Passenger Property				1	2				1				
Mishandling of Passenger Property - Dam	l laged/Missin	a Itame C	arny on Lug		1								
Mishandling of Passenger Property - Dam									1				
Mishandling of Passenger Property - Disa					1				'				
Patdown	liayed itellis	Carry-Ori	or checked	1	- 1	1							
Patdown - Flyer						1							
Property - Special Handling				1							1		
Property - Special Handling - Missing Iten	l ne - Carny-Or	,		1							1		
Screening	ls - Carry-Or	ı		- 1							1		
Screening - Security Breach											1		
2020			1			3					1		
Customer Service			1			1							
Customer Service - TSO						1							
						1							
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	I /N A: i -		hardend Dan			2							
						1							
Mishandling of Passenger Property - Disa	rrayed items	Carry-on	or Checked	1		1							
Patdown			1										
Patdown - Children			1										
2021					3	3	1	1	2	2	3	3	1
Customer Service					1				1				
Customer Service - TSO					1				1				
Expedited Passenger Screening Program						1		1	1	1	3	2	
Expedited Passenger Screening Program			gram								1		
Expedited Passenger Screening Program	- TSA PreCh	neck				1		1	1	1	2	2	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Property - Special Handling						1							
Property - Special Handling - Damaged It	ems - Check	ed				1							
Screening					2	1	1					1	
Screening - Inconsistency												1	
Screening - Procedures/Process					2	1	1						
2022			6	4	3								1
Expedited Passenger Screening Program			4	3	2								
Expedited Passenger Screening Program	- TSA PreCh	neck	4	3	2								
Patdown				1									
Patdown - Children				1									
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Hearing I	mpairment		1										
Screening			1		1								
Screening - Procedures/Process			1		1								

			TSA Conta	ct Center (	TCC) Data '	Tool - FOIA	A						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	1			1	3		2	1	1	2	1	2	1-
2019					1		2		1	2	1	1	
Mishandling of Passenger Property					1		2						
Mishandling of Passenger Property - Da	amaged/Missi	ng Items0	Checked Ba	ggage			1						
Mishandling of Passenger Property - Da	amaged/Missii	ng Itemsl	Jnspecified	Luggage	1								
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-oi	n or Checke	d			1						
Patdown										1		1	
Patdown - Flyer										1		1	
Property - Special Handling									1	1			
Property - Special Handling - Damaged	Items - Check	ced							1				
Property - Special Handling - Missing It	ems - Checke	d								1			
Screening											1		
Screening - Procedures/Process											1		
2020	1			1	1								
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling					1								
Property - Special Handling - Missing It	ems - Checke	d			1								
Screening				1									
Screening - Procedures/Process				1									
2021					1			1				1	
Customer Service								1					
Customer Service - TSO								1					
Property - Special Handling					1							1	
Property - Special Handling - Missing It	ems - Checke	d			1							1	

				tact Center									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	3	1		1 4	4		1	3	3	4		2	26
2019				1				3	2	3		2	11
Customer Service								1		1		1	3
Customer Service - TSO								1		1		1	3
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	Checked B	aggage				1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	n or Check	red				1					1
Patdown									1			1	2
Patdown - Flyer									1			1	2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Ite	ems - Carry	-On		1									1
Property - Special Handling - Damaged Ite	ems - Chec	ked								1			1
Screening									1	1			2
Screening - Inconsistency									1				1
Screening - Procedures/Process										1			1
2020	3			1 2	3					1			10
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening				1 2	2								5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				2	2								4
2021							1		1				2
Customer Service							1						1
Customer Service - TSO							1						1
Screening									1				1
Screening - Procedures/Process									1				1
2022		1		1	1								3
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program	- TSA PreC	Check		1	1								2
Property - Special Handling		1											1
Property - Special Handling - Missing Item	ns - Checke	1											1

Catamarias	40.0-4	44 М		ct Center (T				05.14	00 1	07 11	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	44	16	19		20	11	12	10	25	13	6		239
2019				4	7	9	8	5	9	5	2	6	55
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimina	ation I										1		1
Customer Service					1			3	1	2		1	8
Customer Service - TSO					1			3	1	2		1	8
Locks					1	1						1	3
Locks - Missing or Damaged Lock					1	1						1	3
Mishandling of Passenger Property				1	2		3	2	3			1	14
Mishandling of Passenger Property - Dam					1	1	2	1	2			1	8
Mishandling of Passenger Property - Dam								1	1				2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke		1	1	1						4
Patdown				1	2		1			1			5
Patdown - Flyer				1	2		1			1			5
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Marijuana							1						1
Property - Special Handling				2		4	2		2	1	1	3	15
Property - Special Handling - Damaged Ite							1						1
Property - Special Handling - Damaged Ite						1	1				1		3
Property - Special Handling - Missing Item									2	1		1	4
Property - Special Handling - Missing Item	ns - Checked			2		3						2	7
Screening					1	2	1		3	1			8
Screening - Procedures/Process					1	1	1		2	1			6
Screening - Security Breach						1			1				2
2020	11	2	: 6	3	5	1	1		3	2	1	28	63
Customer Service	2				1					1			4
Customer Service - TSO	2				1					1			4
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found		1										23	24
Lost and Found - Airport/TSA		1										23	24
Mishandling of Passenger Property	3	1	3	1	1		1		2			1	13
Mishandling of Passenger Property - Dam	i aged/Missing	ltems(					1						2
Mishandling of Passenger Property - Dam				1	1				2				6
Mishandling of Passenger Property - Disa		1	2									1	5
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Internal N	1												1
Persons w/ Disabilities (PWD) - Medically		/ledicatio	n and Medic	al Supplies	1								1
Property - Special Handling	2		3		1				1	1		1	10
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item			3	1	1				1	1		1	9
Screening				1	1						1	3	6
Screening - Procedures/Process				1	1						1	3	6
2021	24	4	3			1	3	5	13	6	3		70
Airline			1			•				•			1
Airline - Policy/Regulations/Service			1										1
CSM/Stakeholder Follow-up	1												1
CSM/Stakeholder Follow-up - General	1												1
Customer Service	1	1	2	3				1		1			9
Customer Service - TCC	·			1									1
Customer Service - TSO	1	1	2					1		1			8
Expedited Passenger Screening Program	·					1	3	3	7	1	2	3	20
Expedited Passenger Screening Program	- Active Duty	Military						1	,				1
Expedited Passenger Screening Program			gram				1		1				2
Expedited Passenger Screening Program			9.4			1	2	2	6	1	2	3	17
Lost and Found	16	1				'			0	'		0	17
Lost and Found - Airport/TSA	16	1											17
Mishandling of Passenger Property	1	'								1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown	'								4	'			4
Patdown - Flyer									4				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service A	nimals											1	1
Property - Special Handling	2	1						1	2	1		<u> </u>	7
Property - Special Handling - Damaged Ite		1							2	'			3
Property - Special Handling - Missing Item								1		1			4
Screening	3	1						1		2	1	1	8
Screening - Procedures/Process	3	1								2	1		8
2022	9	10		14	8						- 1	ı ı	51
Airline	3	10	10										- 31
Airline - Policy/Regulations/Service			1										1
· · · · · · · · · · · · · · · · · · ·				1									1
Civil Rights Transgender Sersening				1									
Civil Rights - Transgender Screening	1			ļ	1								1 2
Customer Service TSO													
Customer Service - TSO	1				1								2
DHS TRIP	1			1									2
DHS TRIP - Status	1	_	, _	1									2
Expedited Passenger Screening Program	6	7			4								33
Expedited Passenger Screening Program		1											2
Expedited Passenger Screening Program		5		10	4								30
Expedited Passenger Screening Program	- ISA/DHS	1											1
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Patdown			1		1								2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer			1		1								2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											1
Property - Special Handling	1	1		2	1								5
Property - Special Handling - Damaged It	ems - Checl	1			1								2
Property - Special Handling - Missing Iten	ns - Carry-C	)n		1									1
Property - Special Handling - Missing Iten	1			1									2
Screening			2		1								3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process					1								1

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	2	1	2	1				1				7
			1					1				2
								1				1
ation								1				1
			1									1
aged/Missir	g ItemsC	hecked Baç	1									1
	2	1	1	1								5
		1										1
		1										1
	2		1									3
aged/Missir	2		1									3
				1								1
				1								1
	ation aged/Missir	10-Oct 11-Nov 2 ation	10-Oct   11-Nov   12-Dec   2	10-Oct   11-Nov   12-Dec   01-Jan   2   1   2   1   1   2   1   1   2   1   1	10-Oct	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar	2 1 2 1 1 ation  aged/Missing ItemsChecked Baç 1 2 1 1 1 1 1 1 2 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May  2 1 2 1  1 1  ation  2 1 1 1  3 1  4 1 1 1  4 1 1 1  5 1 1  6 1 1  7 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep  2 1 2 1

			I SA CUIILA	ct Center (	i CC) Dala	1001 - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI	4	1		1			4	1	1		1		13
2019				1			3				1		5
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transo	gender					1						1
Current Topic				1									1
Current Topic - Current Topic				1									1
Patdown							2				1		3
Patdown - Flyer							1				1		2
Patdown - Flyer as Observer							1						1
2020	2							1					3
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimina	ation							1					1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
2021		1					1		1				3
Customer Service		1					1						3
Customer Service - TSO		1					1						3
2022	2												2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

			I SA CUIIIa	ci Center (1	CC) Data	1001 - 1012							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ESC		1		2	1			1					5
2019								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged It	ems - Chec	ked						1					1
2020				1	1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage	1								1
Screening				1									1
Screening - Procedures/Process				1									1
2022		1		1									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	Check		1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Iter	ns - Checke	1											1

egories	10-Oct	11-Nov			01-Jan	CC) Data <sup>*</sup> 02-Feb	03-Mar	04-A	pr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
UG	11	111101		12	9	8		4	9	5	5	7		10	
2019					1	•		•	3	2	3	4		2	
Mishandling of Passenger Property									1		2	1		1	
Mishandling of Passenger Property - Dan	naged/Missing	ltems0	Checked	d Bagg	age				1		1	1	1	1	
Mishandling of Passenger Property - Disa					ago						1				
Patdown		ou, o		001104								1			
Patdown - Flyer												1			
Property - Special Handling									2	1	1	2	3	1	
Property - Special Handling - Damaged It	ome Corny (	)n							1	- 1	- 1		2	- 1	
									- 1			4			
Property - Special Handling - Damaged It											1	1			
Property - Special Handling - Missing Iter														1	
Property - Special Handling - Missing Iter	ns - Checked								1	1		1	1		
Screening					1					1					
Screening - Procedures/Process					1					1					
2020	5	1	1	3	4	4		2		1			1	3	
Civil Rights						1									
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender				1									
Customer Service										1					
Customer Service - TSO										1					
Locks	1														
Locks - Missing or Damaged Lock	1														
Mishandling of Passenger Property	1		1	2	3	1		1						1	
Mishandling of Passenger Property - Dan	naged/Missir		1		3	1		1						1	
Mishandling of Passenger Property - Disa				2											
Patdown	1														
Patdown - Flyer	1														
Property - Special Handling	2			1	1	2		1						1	
				- '	- 1	2		ı						· ·	
Property - Special Handling - Damaged It						1									
Property - Special Handling - Missing Iter				1	1										
Property - Special Handling - Missing Iter	2					1		1						1	
Screening													1	1	
Screening - Procedures/Process													1	1	
2021	1	1	1		2	1		2	6	2	2	3		5	
Expedited Passenger Screening Program									2	2	1	1	1	5	
Expedited Passenger Screening Program			ogram						1	1					
Expedited Passenger Screening Program	- TSA PreCh	eck							1	1	1	1	1	5	
Identification (ID) Requirements											1				
Identification (ID) Requirements - Domes	tic										1				
Locks								1	1						
Locks - Missing or Damaged Lock								1	1						
Mishandling of Passenger Property	1		1		2				2						
Mishandling of Passenger Property - Dan	naged/Missino	Items	Carry-or	n Lug	1										
Mishandling of Passenger Property - Dan			1						2						
Mishandling of Passenger Property - Disa		-Carry-o	n or Che	ecker	1										
Prohibited & Permitted Items	l	ourry o	11 01 011	JORG		1									
Prohibited & Permitted Items - Knives/To	l ole/Pazore/Sh	arn Ohio	ote			1									
Property - Special Handling		iaip Obje	:013			- '		1	1			1			
	ome Chocke	nd.							1			1			
Property - Special Handling - Damaged It		eu .						1	- 1			- 1			
Property - Special Handling - Missing Iter	ns - Cnecked							1				-			
Screening												1			
Screening - Procedures/Process												1			
2022	5		1	9	2	3									
Expedited Passenger Screening Program	4			7		2									
Expedited Passenger Screening Program	4			7		2									
Locks	1														
Locks - Missing or Damaged Lock	1														
Lost and Found				1											
Lost and Found - Airport/TSA				1											
Mishandling of Passenger Property			1	1											
Mishandling of Passenger Property - Dan	l naged/Missir		1	- '											
iviishahuinig of Fassenger Froperty - Dall		Carry	n n	4											
	ırrayeu items.	varry-0	11	1											
Mishandling of Passenger Property - Disa															
Mishandling of Passenger Property - Disa Property - Special Handling					1	1									
Mishandling of Passenger Property - Disa Property - Special Handling Property - Special Handling - Damaged It	ems - Carry-0	On			1										
Mishandling of Passenger Property - Disa Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ems - Carry-0	On			1	1									
Mishandling of Passenger Property - Disa Property - Special Handling Property - Special Handling - Damaged It	ems - Carry-0	On													

				ct Center (T									
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	2	1		2	7	2	2	2	3	3	1	3	28
2019						2	1	2	2	1		1	9
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property						1	1	1					(
Mishandling of Passenger Property - Dam	iaged/Missii	ng ItemsC	hecked Bag	ggage		1		1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d			1						
Property - Special Handling								1	2	1			
Property - Special Handling - Damaged Ite	ems - Carry	-On							1				
Property - Special Handling - Damaged Ite	ems - Checl	red								1			
Property - Special Handling - Missing Iten	ns - Carry-O	n						1					
Property - Special Handling - Missing Iten	ns - Checke	d							1				
Screening												1	
Screening - Procedures/Process												1	
2020	2			2	3								
Customer Service	1				1								;
Customer Service - TSO	1				1								:
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Service A	nimals			1									
Property - Special Handling				1									
Property - Special Handling - Missing Iten	ns - Carry-O	n		1									
Screening	1				2								
Screening - Procedures/Process	1				1								
Screening - Security Breach					1								
2021					1		1		1	2	. 1	2	
Civil Rights												1	
Civil Rights - Transgender Screening												1	
Expedited Passenger Screening Program					1		1		1	2	. 1	1	
Expedited Passenger Screening Program	- TSA PreC	heck			1		1		1	2	. 1	1	-
2022		1			3								4
Expedited Passenger Screening Program		1			2								
Expedited Passenger Screening Program	- TSA PreC	1			2								
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	1								

		•	TSA Contac	ct Center (	TCC) Data	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWN		2	2	2			4	2	2		2	3	1
2019							1				1	1	
Property - Special Handling							1				1	1	
Property - Special Handling - Damaged Ite	ems - Check	ced					1						
Property - Special Handling - Missing Item	ns - Checked	d									1	1	
2020			1	1				1	1			2	
Mishandling of Passenger Property								1				2	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage								2	
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d				1					
Property - Special Handling			1						1				
Property - Special Handling - Missing Item	ns - Checked	t	1						1				
Screening				1									
Screening - Procedures/Process				1									
2021							3	1	1		1		
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	- TSA PreC	heck							1				
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Hearing I	mpairment										1		
Property - Special Handling							1						
Property - Special Handling - Missing Item	ns - Checked	t					1						
Screening							2	1					
Screening - Procedures/Process							2	1					
2022		2	1	1									
Airline			1										
Airline - Policy/Regulations/Service			1										
Expedited Passenger Screening Program		2		1									
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA PreC	1		1									

Outropolic			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	416	435	537	464	565	264	220	280	283	351	390	353	4,558
2019				109	120	150	140	170	152	181	176	146	1,344
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Fly	er									1		1	2
Civil Rights				9	5	6	4	4	5	10	6	6	55
Civil Rights - Age				1	1	1	1		1	1			6
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns											1	1	2
Civil Rights - Headwear							4				- 1	ı	1
							1	4				4	
Civil Rights - National Origin				2				1				1	4
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina				2	3	3	1	1	3	6	3	1	23
Civil Rights - Screening of Religious Cultu	ıral and Cere	monial Ite	ms	1				1					2
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transge</li> </ul>	ender		1				1	1	3	1	3	10
Civil Rights - Sexual Orientation - Not Tra	nsgender			1	1								2
Civil Rights - Transgender Screening				1		1					1		3
Customer Service				14	28	42	44	42	46	38	51	32	337
Customer Service - CSM												1	1
Customer Service - Others				1	2	11	6	6	7	9	11	4	57
Customer Service - TSO				13	26	31	38	36	39	29	40	27	279
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks				7	8	8	8	13	8	12	9	9	82
Locks - General							1						1
Locks - Missing or Damaged Lock				7	8	8	7	13	8	12	9	9	81
Lost and Found				6	7	4	7	2	1	2	5	9	43
Lost and Found - Airport/TSA				6	7	4	7	2	1	2	5	9	43
Mishandling of Passenger Property				23	25		20	27		31		22	
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	ogod/NA' · · ·	u Itamir o	Samue - I .		25	32			26 2		32		238
						3	1	4		3	2	4	23
Mishandling of Passenger Property - Dam					19	21	16	19	21	22	26	18	180
Mishandling of Passenger Property - Dam				uggage	1		1		1				3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checker	1	5	8	2	4	2	6	4		32
Patdown				1	6	6	3	5	7	6	1	3	38
Patdown - Children										1			1
Patdown - Flyer					6	5	2	5	7	5	1	3	34
Patdown - Flyer as Observer				1									1
Patdown - General						1							1
						- 1	4						
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				3	4	5	4	11	8	14	13	8	70
Persons w/ Disabilities (PWD) - Autism S											1		1
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1			1			2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	tal Disability								1	1	2
Persons w/ Disabilities (PWD) - Diabetes				1		1			2	1	1		6
Persons w/ Disabilities (PWD) - General					1					2		2	5
Persons w/ Disabilities (PWD) - Hearing I	l mnairment							2				1	3
Persons w/ Disabilities (PWD) - Internal N		00					1	1					2
			a and Madia	-1 C	4	0	<u>'</u>		2	4		0	
Persons w/ Disabilities (PWD) - Medically		viedication	and Medica	ai Supplies	1	2		2	3	1	5	2	16
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility [				er)				2		3	3	1	9
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts								1			1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	r Equipm	ent							1	1		2
Persons w/ Disabilities (PWD) - Service A	nimals			1									1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	rauma)					1	1	1	1			4
Persons w/ Disabilities (PWD) - Wheelcha				1	2	1	1	3	2	3	1	1	15
Prohibited & Permitted Items		3 · · - · )						1					1
Prohibited & Permitted Items - Alcohol and	l d Tobacco							1					1
	l Tobacco			00	00	40	0.4		0.4	4.4	07	0.4	
Property - Special Handling				28	23	18	34	38	31	41	27	34	274
Property - Special Handling - Damaged It				5	1	2	5	3	2	1	4	3	26
Property - Special Handling - Damaged It				5	2	7	7	14	8	12	5	11	71
Property - Special Handling - Missing Iten	ns - Carry-Or			6	7	1	9	7	5	8	7	6	56
Property - Special Handling - Missing Iten	ns - Checked			12	13	8	13	14	16	20	11	14	121
Request for Assistance				1			2				1		4
Request for Assistance - Other				1			2				1		4
Screening				17	14	29	14	27	20	26	31	21	199
Screening - Children										1			1
Screening - Crew Member or Airline Empl	OVER							1		1	1		3
	l					0					- 1		
Screening - Inconsistency						2		1					3
Screening - Lengthy Lines				5	5	8	2	3	3	3	7	3	39
Screening - Procedures/Process				11	8	17	11	20	16	16	19	16	134
Screening - Retrieving Abandoned/Confis	cated Items					1	1	1	1	2	1	1	8
Screening - Security Breach				1	1	1		1		3	3	1	11
2020	171	138	201	146	131	72	8	13	18	32	38	39	1,007
Civil Rights	5	3		4	4	3	1		1			2	31
Civil Rights - Age	1	1		•	1	1	•						4
Civil Rights - Headwear	· .	'			1								1
Civil Rights - National Origin	1	1			1								3
	1	1			1								
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina			5	2		1	1		1			1	12
Civil Rights - Screening of Religious Cultu		monial Ite	ms	1									1
Civil Rights - Screening of Religious or Cu	ıltural Garm	1											1
Civil Rights - Sex/Gender/Gender Identity	2		3	1	1								7
Civil Rights - Transgender Screening						1							1
Customer Service	47	41	59	31	38	16	2	3	4	5	6	3	255
Customer Service - CSM	71	1		01	50	10		J		J	0	3	1
Customer Service - Others	40			^	^			4	0				
	13	13		6	8	10	_	1	2		_	_	53
Customer Service - TSO	34	27	49	25	30	16	2	2	2	5	6	3	201

					) Data Too								
tegories	10-Oct 11	I-Nov 12	P-Dec 0	1-Jan 0		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements					1							1	2
Identification (ID) Requirements - Domest					1							1	2
Locks	10	4	17	8	4	4			1	4	1	3	56
Locks - General	40	4	47	1 7	4	4			4	4	-		1
Locks - Missing or Damaged Lock Lost and Found	10	3	17 9	7 9	10	3	1	1	1	<u>4</u> 1	1 2	3	55 47
Lost and Found - Airport/TSA	4	3	9	9	10	3	1	1	1	1	2	3	47
Mishandling of Passenger Property	30	19	39	36	26	10	3	3	4	5	6	13	194
Mishandling of Passenger Property - Dam					20	10	3	3		1	0	10	134
Mishandling of Passenger Property - Dam		3	6	2	5	1	1			1		2	25
Mishandling of Passenger Property - Dam		12	27	30	21	6	2	3	4	3	5	8	141
Mishandling of Passenger Property - Disa		4	6	4	21	3					1	3	27
Patdown	2	6	2	1	1	3							15
Patdown - Children				1									1
Patdown - Flyer	2	5	2		1	3							13
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	11	7	11	1	5	2				1	2		40
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not Bre	ast Cancer				1							1
Persons w/ Disabilities (PWD) - Cognitive		ıl /Ment	1										1
Persons w/ Disabilities (PWD) - Diabetes			1										2
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Hearing I		1			1								2
Persons w/ Disabilities (PWD) - Internal N					1								2
Persons w/ Disabilities (PWD) - Medically		1								1			4
Persons w/ Disabilities (PWD) - Metal Imp					1								2
Persons w/ Disabilities (PWD) - Mobility [		2	2	1									6
Persons w/ Disabilities (PWD) - Prosthesi		1											1
Persons w/ Disabilities (PWD) - Respirato		quipment									1		1
Persons w/ Disabilities (PWD) - Service A			2								1		3
Persons w/ Disabilities (PWD) - Touch Av		-			2								2
Persons w/ Disabilities (PWD) - Wheelcha		2	3	0.4	40	1		0	-	4.4	40	40	10
Property - Special Handling - Demograd It	32	26	30	34	19 1	17		3	7	<u>11</u> 1	18 1	13	210
Property - Special Handling - Damaged It  Property - Special Handling - Damaged It	7	2	8	2 4	3	2		2	4	4	5	5	12 46
Property - Special Handling - Missing Iten		6	10	13	4	5			4	3	1	4	52
Property - Special Handling - Missing Iten		16	11	15	11	10		1	3	3	11	4	100
Request for Assistance	1	10	- 11	10	1	10		'		J	- 11		2
Request for Assistance - Other	1				1								2
Screening	29	29	26	22	22	14	1	3		5	3	1	155
Screening - Inconsistency		3		1	1								5
Screening - Lengthy Lines	9	9	6	4	7	1							36
Screening - Procedures/Process	15	16	19	15	13	13	1	3		5	2	1	103
Screening - Retrieving Abandoned/Confis		1	1	1							1		4
Screening - Security Breach	5			1	1								7
2021	47	42	34	34	41	42	72	97	113	138	176	168	1,004
										1			1
Additional Information Required/Insufficient In													
Additional Information Required/Insufficient		EMAIL ONL								1			1
Additional Information Required/Insufficient		EMAIL ONL	.Y 1			1				1	1	1	1 5
Additional Information Required/Insufficier Airline Airline - Lost Baggage		EMAIL ONL	1								1		1 5 2
Additional Information Required/Insufficier Airline Airline - Lost Baggage Airline - Policy/Regulations/Service		EMAIL ONL				1				1		1	1 5 2 3
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		TS	A Contact	Center (T	CC) Data To	ol - FOIA							
Categories	10-Oct	11-Nov 1	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	2	2		1				1		2	!	1	9
Locks - General										1			1
Locks - Missing or Damaged Lock	2	2		1				1		1		1	8
Lost and Found	5	3	1	1			3	1	1		2	1	18
Lost and Found - Airport/TSA	5	3	1	1			3	1	1		2	1	18
·		9	8	7				4		7			
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	6				5		4		2	7		1	57
		2	1	2	1		1	2		3			13
Mishandling of Passenger Property - Dam		7	6	4	4		2	2	2	4			38
Mishandling of Passenger Property - Disa	1		1	1			1				1	1	6
No Jurisdiction							1		1	1		1	5
No Jurisdiction - Refer to CBP							1		1		1	1	4
No Jurisdiction - Refer to Other										1			1
Patdown	3	2					2	1	2	1	4	3	18
Patdown - Children									1				1
Patdown - Flyer	3	2					2	1	1	1	4	1	15
Patdown - Flyer as Observer												1	1
Patdown - General												1	1
Persons w/ Disabilities (PWD)	1	2	1			3	2	9	4	8	9	5	44
Persons w/ Disabilities (PWD) - Autism S		_											1
Persons w/ Disabilities (PWD) - Cognitive	1	ental /Mental I	Disability									1	1
		eritai /ivieritai i	1			1			1	1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes						- 1			ı.	- 1	- 1		
Persons w/ Disabilities (PWD) - Diapers/0	Jarments/Di	essings/iviask	(S				1						1
Persons w/ Disabilities (PWD) - General								2	1			1	4
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Internal M						1			2	1	2		6
Persons w/ Disabilities (PWD) - Medical I	Devices - At	tached to the l	Body			1		1			1		3
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication ar	nd Medical	Supplies				3		1	1		5
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelchair	or Scooter	.)						1			1
Persons w/ Disabilities (PWD) - Ostomy/0								2		1			3
Persons w/ Disabilities (PWD) - Prosthes		1					1			1		2	5
Persons w/ Disabilities (PWD) - Service A		1								1	3		5
Persons w/ Disabilities (PWD) - Wheelch										1	1		2
Prohibited & Permitted Items	1 4	ocgway	1		1	1	1	1	4	2			17
Prohibited & Permitted Items - Alcohol an	d Tobosco		- 1		ı	- 1	- 1	- 1	1				
							4		1	1			2
Prohibited & Permitted Items - Firearm/Ar							1						1
Prohibited & Permitted Items - Food/Beve	erages					1			1		1		3
Prohibited & Permitted Items - General			1						1	1	1		4
Prohibited & Permitted Items - Knives/Too		sharp Objects			1								1
Prohibited & Permitted Items - Lighters/M	1												1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols							1	1		2		4
Prohibited & Permitted Items - Medication	n/Prescriptio	n/Medically No	ecessary It	ems							1		1
Property - Special Handling	8	7	3	6	9	6	10	7	17	8	18	14	113
Property - Special Handling - Damaged It	ems - Carry	1			4	1	1	1	5	2	. 8	2	25
Property - Special Handling - Damaged It				1	2	1	2	1	3	2		4	18
Property - Special Handling - Missing Iter		2	2	3	1	3	5	4	4	4		5	39
Property - Special Handling - Missing Iter		4	1	2	2	1	2	1	5		5	3	31
Screening	7	9	2	2	3	6	7	13	17	15		17	111
Screening - Children	,	9			3	0		10	17	13			1
-		1			3		- 1	- 1	2	- 1		3	
Screening - Inconsistency	-				3		1	1			1 2		12
Screening - Lengthy Lines	2					4	1	2	1	1			14
Screening - Opposite Gender	_							10		40		1	1
Screening - Procedures/Process	5	8	1	2		1	4	10	14	12		12	79
Screening - Retrieving Abandoned/Confis	cated Items					1	1			1			3
Screening - Security Breach			1										1
2022	198	255	302	175	273								1,203
Additional Information Required/Insufficient In	formation			1									1
Additional Information Required/Insufficie	nt Informatio	n - EMAIL ON	NLY	1									1
Airline	1	1											2
Airline - Policy/Regulations/Service	1	1											2
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	6	4	4	2	3								19
Civil Rights - Civil Rights Violation (TSA I		<del>-</del>	1										13
Civil Rights - Racial Profiling or Discrimin		2	3	1	3								15
Civil Rights - Racial Fronting of Discimin			3	- 1	3								
													1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans(	1											1
Civil Rights - Transgender Screening				1									1
Claims		1											1
Claims - Status		1											1
Customer Service	25	29	32	24	20								130
Customer Service - CSM				1									1
Customer Service - TSO	25	29	32	23	20								129
Expedited Passenger Screening Program	125	177	198	122	216								838
Expedited Passenger Screening Program	- Active Du	ty Military			1								1
Expedited Passenger Screening Program	1	2											3
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program		25	20	4	13								72
Expedited Passenger Screening Program		149	178	118	202								760
Expedited Passenger Screening Program			170	110	202								1
Hazardous Materials Safety	100/0110	3	1										
													4
Hazardous Materials Safety - General		3	1										4
Identification (ID) Requirements		2											2
Identification (ID) Requirements - Domest		2											2
Locks	2	1	1		1								5
Locks - Missing or Damaged Lock	2	1	1		1								5
Lost and Found		1	2	3	2								8

4					CC) Data								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA		1	2	3									
Mishandling of Passenger Property	2	3	4	2	1								1
Mishandling of Passenger Property - Dam	1	1	3										
Mishandling of Passenger Property - Dam	1	2	1	2	1								
No Jurisdiction	2	1	3	2	1								
No Jurisdiction - Refer to CBP		1		2									
No Jurisdiction - Refer to Other	2		3		1								
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - General	al				1								
Patdown	3	2	1		4								1
Patdown - Flyer	1	1	1		4								
Patdown - Flyer as Observer	2	1											
Persons w/ Disabilities (PWD)	10	6	6	2	2								2
Persons w/ Disabilities (PWD) - Cancer (d	1												
Persons w/ Disabilities (PWD) - Cognitive	1												
Persons w/ Disabilities (PWD) - Diapers/0	1												
Persons w/ Disabilities (PWD) - General	1		1		1								
Persons w/ Disabilities (PWD) - Internal M	edical Dev	1	1										
Persons w/ Disabilities (PWD) - Medical [	2												
Persons w/ Disabilities (PWD) - Medically	1												
Persons w/ Disabilities (PWD) - Mobility [	1	2	1		1								
Persons w/ Disabilities (PWD) - Ostomy/O	stomates	1											
Persons w/ Disabilities (PWD) - Prosthesis		2											
Persons w/ Disabilities (PWD) - Touch Ave			1	2									
Persons w/ Disabilities (PWD) - Visual Im	1			_									
Persons w/ Disabilities (PWD) - Wheelcha	1		2										
Prohibited & Permitted Items	4	3											1
Prohibited & Permitted Items - Alcohol and	2												
Prohibited & Permitted Items - Beauty & C	1												
Prohibited & Permitted Items - Food/Beve	1	1	2										
Prohibited & Permitted Items - General			3										
Prohibited & Permitted Items - Knives/Too	le/Pazore/9	1	J										
Prohibited & Permitted Items - Sporting Go		1											
Property - Special Handling	4		18	6	9								4
Property - Special Handling - Damaged Ite	2		9	4	1								1
Property - Special Handling - Damaged Ite		_	5	1	2								ı
Property - Special Handling - Missing Item	1	veu 5	2	1									1
Property - Special Handling - Missing Item  Property - Special Handling - Missing Item	1	2		1	4								
			2	- 11									_
Screening Cote Peep	14	11	26	11	13								7
Screening - Gate Pass													
Screening - Inconsistency	2	1	6		2								•
Screening - International Screening					1								
Screening - Lengthy Lines	4	1	6	1	2								1
Screening - Procedures/Process	8	8	14	9	5								4

egories	10-Oct 11		Contact C 2-Dec 0		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
YW	3	9	12	12	13	4	. 6	7		3		<u> </u>	
2019	_	-	· <del>-</del>		1	1	1	-	3			1	
Locks						-	-		2				
Locks - Missing or Damaged Lock									2				
Mishandling of Passenger Property							1		1				
Mishandling of Passenger Property - Dam	  aged/Missing It	ome_Chac	ked Bagga	70			<u> </u>		1				
Mishandling of Passenger Property - Disa				Je.			1						
	rrayed itemsC	arry-orr or	Criecked				1					4	
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - General						1							
Screening					1								
Screening - Procedures/Process					1								
2020		1	2	2	2	1				1	1	1	
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	ler										1	
Customer Service				1						1			
Customer Service - TSO				1						1			
			4	1		4							
Mishandling of Passenger Property			1			1							
Mishandling of Passenger Property - Dam			e Scree	1									
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked			1							
Patdown					2								
Patdown - Flyer					2								
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Mobility [	ı Disabilitv (Not W	heelch	1										
Property - Special Handling											1		
Property - Special Handling - Damaged It	l eme - Checked										1		
	l Checked	4									- 1		
Screening Parameters (Parameters)		1											
Screening - Procedures/Process		1					_	_			_	_	
2021		1			3	2	5	7		2	5	7	
Airline								1					
Airline - Policy/Regulations/Service								1					
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimina	ation							1					
Customer Service		1							1		1		
Customer Service - TSO		1							1		1		
Expedited Passenger Screening Program						1	3	3	1	2	3	4	
Expedited Passenger Screening Program	- TSA Applicati	on Progran	n					1				1	
Expedited Passenger Screening Program						1	3	2		2	3		
Locks								1			- 0		
								1					
Locks - Missing or Damaged Lock													
Mishandling of Passenger Property					1	1		1					
Mishandling of Passenger Property - Dam				ge	1	1							
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked					1					
No Jurisdiction					1								
No Jurisdiction - Refer to Other					1								
Persons w/ Disabilities (PWD)									1		1		
Persons w/ Disabilities (PWD) - Internal N	ledical Devices								1		1		
Property - Special Handling							1						
Property - Special Handling - Damaged It	ems - Checked						1						
	l Checked				1		1					3	
Screening							- 1						
Screening - Inconsistency					1							3	
Screening - Procedures/Process							1						
2022	3	7	10	10	7								
Customer Service			2										
Customer Service - TSO			2										
Expedited Passenger Screening Program	2	6	8	9	7								
Expedited Passenger Screening Program	- TSA Appl	1		1									
Expedited Passenger Screening Program		5	8	8	7								
Mishandling of Passenger Property	_	1											
Mishandling of Passenger Property - Dam	l	1											
	ageu/ivilooli	ı		4									
Property - Special Handling Property - Special Handling - Damaged It	ome Observer			1									
	erris - Linecked			1									
Screening - Procedures/Process	1 1												

Categories	10-Oct	11-Nov				02-Feb	00I - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	10-001		6	ec 01	-Jan 10	02-Feb 13	03-Mar 13	04-Apr 8	U5-IVIAY	06-Jun 9	07-Jul 18			10tai
2019	14		•	•	3	7	7	5	1	5	13			52
Civil Rights					2	•	•		<u>'</u>	1			<u> </u>	3
Civil Rights - Age					1									1
Civil Rights - Racial Profiling or Discrimina	ation				1					1				2
Customer Service						1	3	3				1		8
Customer Service - TSO						1	3	3			4	1		8
Locks  Locks - Missing or Damaged Lock											1 1			<u>1</u>
Lost and Found												1		1
Lost and Found - Airport/TSA												1		1
Mishandling of Passenger Property					1	1	4	1			5	1	1	14
Mishandling of Passenger Property - Dam					Э		1							1
Mishandling of Passenger Property - Dam					1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disa	rrayed Items	Carry-c	on or Che	cked							1			1
Patdown Flyor										2	3			5
Patdown - Flyer Persons w/ Disabilities (PWD)										2	3	1		<u>5</u>
Persons w/ Disabilities (PWD) - Mobility D	l Disability (No	t Wheeld	chair or S	cooter)								1		1
Property - Special Handling	, ious inty (110		J	00010.)					1		3		1	5
Property - Special Handling - Missing Item	ns - Checked	i							1		3		1	5
Screening						5		1		2	1	1	4	14
Screening - Inconsistency						1								1
Screening - Lengthy Lines													1	1
Screening - Procedures/Process	7			_		4	4	1		2	1	1	3	12
2020 Civil Rights	- 1		4	5	4	3	4	1	1	1		<b>5</b>		<b>35</b>
Civil Rights - Racial Profiling or Discrimina	l ation							'				1		1
Civil Rights - Transgender Screening								1						1
Customer Service			1		1		2							4
Customer Service - TSO			1		1		2							4
Locks	1													1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1		1	1	2		1					1		7
Mishandling of Passenger Property - Dam		g items	1	1			1					1		3
Mishandling of Passenger Property - Disa		Carry-c	on or Che	cke	2		- '							2
Patdown	3				1	1								5
Patdown - Flyer	3				1	1								5
Persons w/ Disabilities (PWD)			2	2						1		1		6
Persons w/ Disabilities (PWD) - Cancer (g			1											1
Persons w/ Disabilities (PWD) - Medically		Medication	or	1								1		2
Persons w/ Disabilities (PWD) - Metal Imp		+ \A/boole	a la	1						1				1
Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Av			1	1										1
Property - Special Handling	1		'	1		1	1		1					5
Property - Special Handling - Damaged Ite	ems - Check	ed					1		1					2
Property - Special Handling - Missing Item				1		1								3
Screening	1			1		1						2		5
Screening - Children				1										1
Screening - Procedures/Process	1					4						2		3
Screening - Security Breach	4		1			1	2	2	1	3	5	3	4	25
Civil Rights	4		1						1	3	1	3	4	
Civil Rights - Racial Profiling or Discrimina	Iation										1			1
Customer Service							1			1	1	1	1	5
Customer Service - TSO							1			1	1	1	1	5
Expedited Passenger Screening Program										1	1		1	3
Expedited Passenger Screening Program	- TSA PreCl	heck								1	1		1	3
Locks							1							1
Locks - Missing or Damaged Lock Mishandling of Passenger Property	1						1	4			1	1		1
Mishandling of Passenger Property - Dam	-							1 1			1 1	1		4
Property - Special Handling	1		1					1	1	1	1	1	2	8
Property - Special Handling - Damaged Ite										1		1	2	4
Property - Special Handling - Missing Item			1						1	1	1			4
Screening	2							1						3
Screening - Procedures/Process	2							1						3
2022	3		1	4	3	3								14
Civil Rights Soy/Conder/Conder Identity	Not Term	ond		1										1
Civil Rights - Sex/Gender/Gender Identity- Customer Service	- NOL Transg	ender		1		1								1
Customer Service - TSO						1								1
Expedited Passenger Screening Program	1		1	2	2	1								7
Expedited Passenger Screening Program	1				1									2
Expedited Passenger Screening Program	- TSA Appli	cation Pr	ogram			1								1
Expedited Passenger Screening Program	- TSA PreC		1	2	1									4
Patdown						1								1
						1								1
Patdown - Flyer				,										
Persons w/ Disabilities (PWD)	o o o tr			1										1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp				1		'								1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Property - Special Handling	2					1								1 1 2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Special Handling Property - Special Handling Property - Special Handling - Damaged Ite	2					1								
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Property - Special Handling	2				1									2

egories	10-Oct 11-			enter (TCC) 1-Jan 02		)3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
AR	8	10	13	8	2-reb (	Jo-IVIAI 1	04-Apr	US-IVIAY	5	7-Jul	13	09-Sep 7	TOLA
2019			.0	1	1	1	2	4	5	4	5	6	
Civil Rights				-	-	•	_	•		•	1	•	
Civil Rights - Racial Profiling or Discrimin	ation										1		
Customer Service								1					
Customer Service - TSO								1					
Locks									1			1	
Locks - Missing or Damaged Lock									1			1	
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Mishandling of Passenger Property										1	1	3	
Mishandling of Passenger Property - Dan	naged/Missing Ite	msChecl	ked Baggag	je						1	1	1	
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or (	Checked									2	
Patdown							1	1	1	1	2		
Patdown - Flyer							1	1	1	1	2		
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not Wh	neelchair c	r Scooter)				1						
Property - Special Handling						1		2	2	1			
Property - Special Handling - Damaged It	ems - Checked							1		1			
Property - Special Handling - Missing Iter						1		1	2				
Screening				1	1				1	1	1	1	
Screening - Inconsistency												1	
Screening - Lengthy Lines										1			
Screening - Procedures/Process				1	1				1		1		
2020	3	3	1	2	1					1	2		
Customer Service		1		1									
Customer Service - TSO		1		1									
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property		1	1	1							1		
Mishandling of Passenger Property - Dan	naged/Missii	1	1	1									
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or (	Checked								1		
Property - Special Handling	2				1						1		
Property - Special Handling - Damaged It	1												
Property - Special Handling - Damaged It	ems - Checked										1		
Property - Special Handling - Missing Iter	1				1								
Screening	1									1			
Screening - Procedures/Process	1									1			
2021	2	2	2				1	3		2	6	1	
Civil Rights											2		
Civil Rights - Racial Profiling or Discrimin	ation										2		
Customer Service								1					
Customer Service - TSO								1					
Expedited Passenger Screening Program								2		1	3	1	
Expedited Passenger Screening Program	- TSA PreCheck							2		1	3	1	
Mishandling of Passenger Property			1				1						
Mishandling of Passenger Property - Dam	naged/Missing Ite	msC	1				1						
Prohibited & Permitted Items	Į ,		1										
Prohibited & Permitted Items - Chemical/I	Household Produ	cts	1										
Property - Special Handling		2								1			
Property - Special Handling - Damaged It	ems - Carry-On									1			
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iter		1											
Screening	2										1		
Screening - Procedures/Process	2										1		
2022	3	5	10	5	5								
Expedited Passenger Screening Program	3	4	9	5	4								
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program		n Program	1		1								
Expedited Passenger Screening Program		4	9	5	1								
Expedited Passenger Screening Program					1								
Property - Special Handling		1											
Property - Special Handling - Damaged It	ems - Carrv	1											
Screening	l carry	,	1		1								
Screening - Procedures/Process			1		1								
Outcoming - 1 Tocedures/1 Tocess	I		- 1		- 1								

Categories	10.004 4					Tool - FOIA		O5. Moss	ne lus	07 1	08 A~	00.500	Total
-		1-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAT	16	17	1	13 1				8	13	10	15	17	170
2019					5 ;	5 7	8	2	2	5	5	6	46
Civil Rights	-4:					1							1
Civil Rights - Racial Profiling or Discrimir Customer Service	lauon				1 .		2	1		1	2	2	10
Customer Service - Others					1 .		1	1		1		1	5
Customer Service - TSO					I		1	1			2	1	5
Locks					1					1		1	3
Locks - Missing or Damaged Lock					1					1		1	3
Mishandling of Passenger Property						1 1	2		1				6
Mishandling of Passenger Property - Dan	naged/Missing	temsC	Carry-on L				1						1
Mishandling of Passenger Property - Dan					1 .	1 1	1		1				5
Patdown						1						1	2
Patdown - Flyer						1						1	2
Persons w/ Disabilities (PWD)						1	1			1		1	4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility	Disability (Not \	Wheelch	air or Sco	ooter)						1			1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway										1	1
Property - Special Handling						2 2				2	2		11
Property - Special Handling - Damaged I						2 1				1	2		7
Property - Special Handling - Missing Iter													1
Property - Special Handling - Missing Iter	ns - Checked				1	1				1			3
Screening						2	3	1	1		1	1	9
Screening - Inconsistency						1							1
Screening - Procedures/Process				4		1	3	1	1		1	1	8
2020	4	6		4	7 ;	3 2	3	3	1	1	2	4	40
Civil Rights Pasial Profiling or Disprimin	lation	1 1											1
Civil Rights - Racial Profiling or Discrimir Customer Service	lation T			4				4			4	4	1
Customer Service - Others		2		1		1 1	1	1			1	1 1	9
Customer Service - Others  Customer Service - TSO		1		1		1	1	1			1	I	6
Locks				1		ı							1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	3	1				1	1	2		1	1	1	14
Mishandling of Passenger Property - Dan		1			2		1	2		1	1	1	12
Mishandling of Passenger Property - Disa		Carrv-or	or Check			1							2
Patdown					1 .	1							2
Patdown - Flyer					1 .	1							2
Property - Special Handling		1		1 :	2	1			1			2	8
Property - Special Handling - Damaged I	tems - Checked											1	1
Property - Special Handling - Missing Iter	ms - Carry-On								1				1
Property - Special Handling - Missing Iter	ns - Checke	1		1 :	2	1						1	6
Screening	1	1		2			1						5
Screening - Procedures/Process	1	1		1			1						4
Screening - Shoe Screening				1									1
2021	5	2		3	3 <i>'</i>	1 7	1	3	10	4	8	7	54
Civil Rights									1	1			2
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimin	1	4				1 0	4		0	1	0	4	1
Customer Service	2	1			1	1 3	1		2	1	3	1	17
Customer Service - Others Customer Service - TCC										1	4		1
Customer Service - TCC	2	1			1 .	1 3	1		2	1	1 2	1	1
Duplicate E-mail		- 1			I	1 3	1			- 1	1	1	15 1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1		1		1	2		3	3	11
Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Over 75			1		1		1			3	3	1
Expedited Passenger Screening Program		ck		1		· ·		1	2		3	3	10
Mishandling of Passenger Property		1			1	1		1			3	1	4
Mishandling of Passenger Property - Dan	naged/Missing	temsC	Carry-on I		1	1							2
Mishandling of Passenger Property - Dan		1		9								1	2
Patdown	J				1						1		2
Patdown - Flyer					1								1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medicall	5			dical Supplie	S							1	1
Property - Special Handling		edication	n and Med	ilicai Suppile									6
	y Necessary Me		n and Med	лсаг Зиррпе		1		2	1				
Property - Special Handling - Damaged I	Necessary Me 2 tems - Carry-Or		n and Med	лсаг Зиррпе		1		2	1				2
Property - Special Handling - Damaged I	y Necessary Me 2 tems - Carry-Or		n and Med	лсаг Зиррпе		1		1					2
Property - Special Handling - Damaged In Property - Special Handling - Missing Iter	y Necessary Me 2 tems - Carry-Or 1 1					1			1				2 1 3
Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Screening	y Necessary Me 2 tems - Carry-Or			2				1	1			1	1 3 9
Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Screening Screening - Children	y Necessary Me 2 tems - Carry-Or 1 1			2		1		1	1			1	2 1 3 9 1
Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Screening Screening - Children Screening - Inconsistency	y Necessary Me 2 tems - Carry-Or 1 1			2		1		1	1			1	2 1 3 9 1
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines	y Necessary Me 2 tems - Carry-Or 1 1 1			2		1		1	4			·	2 1 3 9 1 1 1
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	y Necessary Me 2 tems - Carry-Or 1 1 1 1	1		2 1 1		1 1		1	1			1	2 1 3 9 1 1 1 6
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	y Necessary Me 2 tems - Carry-Or 1 1 1	9		2 1 1		1		1	4			·	2 1 3 9 1 1 1 6 30
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights	y Necessary Me 2 tems - Carry-Or 1 1 1 1	9 1		2 1 1		1 1		1	4			·	2 1 3 9 1 1 1 6 30
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Perceived Religion	y Necessary Me 2 tems - Carry-Or 1 1 1 1	9 1 1		2 1 1		1 1		1	4			·	2 1 3 9 1 1 1 6 30
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Perceived Religion Customer Service	y Necessary Me 2 tems - Carry-Or 1 1 1 1	9 1		2 1 1		1 1		1	4			·	2 1 3 9 1 1 1 6 30 1 1
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Perceived Religion Customer Service Customer Service - TSO	y Necessary Me 2 tems - Carry-Or 1 1 1 1 7	9 1 1 1		2 1 1	3 !	1 1		1	4			·	2 1 3 9 1 1 1 6 30 1 1 1
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Perceived Religion Customer Service Customer Service - TSO Expedited Passenger Screening Program	y Necessary Me 2 tems - Carry-Or 1 1 1 7	9 1 1 1 1 1 5		2 1 1 6 :	3 !	1 1		1	4			·	2 1 3 9 1 1 1 6 30 1 1 1 1 1
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Perceived Religion Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	y Necessary Me 2 tems - Carry-Or 1 1 1 7	9 1 1 1 1 1 5		2 1 1 1 6 : :	3 !	1 1 1 5 5		1	4			·	2 1 3 9 1 1 1 6 30 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Damaged It Property - Special Handling - Missing Itel Screening Screening - Children Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Perceived Religion Customer Service Customer Service - TSO Expedited Passenger Screening Program	y Necessary Me 2 tems - Carry-Or 1 1 1 7	9 1 1 1 1 1 5		2 1 1 1 6 : :	3 !	1 1		1	4			·	2 1 3 9 1 1 1 6 30 1 1 1 1 1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lug	gage	1								1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Autism S	Spectrum	1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beve	erages		1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged I	tems - Chec	ked		1									1
Screening	2		1		1								4
Screening - Procedures/Process	2		1		1								4

gories	10-Oct	11-Nov	12-Dec	act Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Y	7	11-NOV		6 6	02-reb	10	04-Apr 5		7 Telephone	07-Jul 8		09-Sep	rota
2019	,	3		2		5	4			3			
Customer Service					2				•		_		
Customer Service - TSO				1	2								
Locks				•		1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property					1	2	1		1				
Mishandling of Passenger Property - Dam	ı naged/Missino	a ItemsC	Carry-on Lu	adade	'	1							
Mishandling of Passenger Property - Dam					1	1							
Mishandling of Passenger Property - Disa					1	'	1		1				
Patdown	linayed items	Carry-or	TOT CHECK	su .			- 1		- 1	1			
										1			
Patdown - Flyer				4									
Persons w/ Disabilities (PWD)	ļ., .			1						1			
Persons w/ Disabilities (PWD) - Medically		Medication	n and Medi							1			
Persons w/ Disabilities (PWD) - Service A	Animals			1									
Property - Special Handling						1	1	3		1			
Property - Special Handling - Damaged It						1		2					
Property - Special Handling - Missing Iten	ns - Checked						1	1		1			
Screening						1	2	2			2		
Screening - Gate Pass							1						
Screening - Inconsistency							1						
Screening - Lengthy Lines								1					
Screening - Procedures/Process						1		1			2		
2020	2	3		3 1	1	1		2	1	2		2	
Customer Service	_	1		1							1		
Customer Service - TSO		1		1							1		
Mishandling of Passenger Property		- 1		- 1		1		1		2			
	l and the state of	a Ita	Shoots I D	2005-									
Mishandling of Passenger Property - Dam						1		1		1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or								1			
Patdown			2	2								1	
Patdown - Children												1	
Patdown - Flyer				1									
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Metal Imp	plants (ioint)											1	
Property - Special Handling	,	2		1	1			1			1		
Property - Special Handling - Damaged It	ems - Carry	1											
Property - Special Handling - Damaged It								1			1		
Property - Special Handling - Missing Iten				1	1						'		
Property - Special Handling - Missing Item		. 1											
Screening	2	'		3					1				
			,	)					ı				
Screening - Inconsistency	1								4				
Screening - Procedures/Process	-			3					1				
Screening - Retrieving Abandoned/Confis									_				
2021	2	1		2		4	1	1	5	3	1	3	
Customer Service	1			1					1	1			
Customer Service - TSO	1			1					1	1			
Expedited Passenger Screening Program									1		1	2	
Expedited Passenger Screening Program	- TSA PreCh	neck							1		1	2	
Identification (ID) Requirements						1							
Identification (ID) Requirements - ID Mato	hing Ticket a	nd Boardi	ng Pass Is	sues		1							
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Disa	rraved Items	Carry-or	or Checke	ed		1							
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Internal M	l Aedical Devic	202							1				
. ,	l ledical Devic	,63							1	- 1			
Prohibited & Permitted Items	l rogos									1			
Prohibited & Permitted Items - Food/Beve	erages									1			
Property - Special Handling	L	1		1			1	1	2				
Property - Special Handling - Damaged It				1					1				
Property - Special Handling - Missing Iten									1				
Property - Special Handling - Missing Iten	ns - Checke	1					1	1					
Screening	1					2				1		1	
	1					2				1		1	
Screening - Procedures/Process		1		1	2								
Screening - Procedures/Process 2022	3				1								
2022	<b>3</b>	•											
2022 Civil Rights	1	•			1								
2022 Civil Rights Civil Rights - Racial Profiling or Discrimin	1 1												
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	1 1 - Not Transge			A	1								
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Expedited Passenger Screening Program	1 1 - Not Transge			1	1								
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 - Not Transge 1 - DoD				1								
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 - Not Transge 1 - DoD	ender		1	1								
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 1 1 - Not Transgo 1 - DoD	ender 1			1								
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 - Not Transgo 1 - DoD	ender			1								
Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 1 1 - Not Transgo 1 - DoD	ender 1			1								

			TSA Conta	ct Center (1	「CC) Data T	Tool - FOIA	L.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	2	2	1	2	1	2	1	1	1	2	2	1	18
2019					1	1		1	1		2		6
Customer Service								1	1		1		3
Customer Service - TSO								1	1		1		3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d							1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
2020	1	1		1									3
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening		1											1
Screening - Procedures/Process		1											1
2021		1				1	1			2		1	6
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender					1						1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program										2		1	3
Expedited Passenger Screening Program	- TSA PreC	Check								2		1	3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
2022	1		1	1									3
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program	1		1	1									3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLL	215	227		325	344	207	169	192	193	236	214	187	2,775
2019	2.0		200	89	89	94	102	107	90	117	94		851
Civil Rights				4	2	2	2	6	4	10	3		34
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				2									2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin				1		1			1				3
Civil Rights - Racial Profiling or Discrimin	ation			1	1			4	2	4	1		13
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transg</li> </ul>	ender				1	1	1		3		1	7
Civil Rights - Sexual Orientation - Not Tra	nsgender				1					1	1		3
Civil Rights - Transgender Screening								1		1			2
Customer Service				8	8	11	13	12	13	23	17	6	111
Customer Service - Others									1	2	1		4
Customer Service - TSO				8	8	11	13	12	12	21	16	6	107
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Internat	ional Travel										1		1
Locks				4	5	3	7	4	5	4	5	2	39
Locks - General									1	4			1
Locks - Missing or Damaged Lock				4	5	3	7	4	4	4	5	2	38
Lost and Found					1	1	2	1					5
Lost and Found - Airport/TSA				07	1	1	2	1	0.4	40	0.5	00	5
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	agad/Missin	a Itama C	arm, on Lua	27	23	29	30	23	24	40	25	20 3	241
				5 20	17	22	22	22	3 16	39	23		21
Mishandling of Passenger Property - Dam					17	22	1	22	10	39	1	10	197
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa				.uggage 2	4	3	3	1	5	1	1	1	21
Patdown	irrayed items	Carry-Ori	TOI CHECKET	2	6	3	3	3	2	4	2		29
Patdown - Children					0	1	3	3		4		4	1
Patdown - Flyer					6	2	3	3	2	4	2	4	26
Patdown - Flyer as Observer				2	0		J	J				4	20
Persons w/ Disabilities (PWD)				6	7	4	7	4	9	2	4	5	48
Persons w/ Disabilities (PWD) - Autism S	nectrum				,	-	,		1		1		2
Persons w/ Disabilities (PWD) - Breast Ca					1				1				2
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment	al Disability									1	1
Persons w/ Disabilities (PWD) - Diabetes										1		1	2
Persons w/ Disabilities (PWD) - General					1				1				2
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1			1				1	3
Persons w/ Disabilities (PWD) - Medically		Medication	and Medic	1			2						3
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)										2		2
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	t Wheelch	air or Scoot	3	2	1	1	1	2			2	12
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates			1						1			2
Persons w/ Disabilities (PWD) - Service A					1		1						2
Persons w/ Disabilities (PWD) - Touch Av		trauma)					3						3
Persons w/ Disabilities (PWD) - Visual Im	pairment								1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1	1	3		2	3		1		11
Property - Special Handling				32	26	32	31	40	23	25	29	23	261
Property - Special Handling - Damaged It				6	3	7	3	4	4	2	1	4	34
Property - Special Handling - Damaged It				5	8	6	7	13	3	4	5		60
Property - Special Handling - Missing Iten				7	4	2	11	8	2	6	5		49
Property - Special Handling - Missing Iten	ns - Checked I			14	11	17	10	15	14	13	18	6	118
Screening				6	11	9	7	14	10	9	8	8	82
Screening - Crew Member or Airline Emp	loyee			4								1	1
Screening - Inconsistency				1									1
Screening - Lengthy Lines					40	0		40	10	7	0		2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	eated Items			5	10	8	5	13	10	- /	8	5 1	71
Screening - Retrieving Abandoned/Comis	l cated items				- 1	1	2	1				1	3 4
2020	87	90	95	102	92	68	6	9	24	33	31	37	674
Advanced Imaging Technology (AIT)	1	30	90	102	32	1		3	24	33	31	31	2
Advanced Imaging Technology (AIT) - Fly	-					1							2
Civil Rights	3	3	1	4	4	1			2	3	1	2	24
Civil Rights - Age	1	1			1								3
Civil Rights - Constitutional Rights	-								1				1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimin	ation	1	1	3					1	1		2	9
Civil Rights - Screening of Religious or Co													1
Civil Rights - Sex/Gender/Gender Identity		1			2					2			5
Civil Rights - Sexual Orientation - Not Tra				1									1
Civil Rights - Transgender Screening					1						1		2
Customer Service	7	13	12	12	16	12			3	2	3	4	84
Customer Service - CSM					1								1
Customer Service - Others	1			1	2								4
Customer Service - TSO	6	13	12	11	13	12			3	2	3	4	79
Locks	7	7	4	5	4	4		1		1	1		34
Locks - General	1												1
Locks - Missing or Damaged Lock	6	7	4	5	4	4		1		1	1		33
Lost and Found			1	3						1		4	9
Lost and Found - Airport/TSA			1	3						1		4	9
Mishandling of Passenger Property	24	30		32	27	16	2	3	7	6	5	8	189
Mishandling of Passenger Property - Dam		1		3	4	1		1		2	1		15
Mishandling of Passenger Property - Dam		23		26	21	11	1	1	7	4	4	7	149
Mishandling of Passenger Property - Dam		1		1		2							5
Mishandling of Passenger Property - Disa		5		2	2	2	1	1				1	20
Patdown	1	2			4	1		2		2			13
Patdown - Flyer	1	2	1		3	1		2		1			11

ries Patdown - Flyer as Observer					•	I - FOIA							
Patdown - Flyer as Observer	10-Oct	11-Nov	12-Dec	01-Jan 0		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
					11					1			2
Persons w/ Disabilities (PWD)	2	4	5	10	5					2	3		31
Persons w/ Disabilities (PWD) - Breast Ca		1	1										2
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not b	Breast Cand	er	1	0								
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General					2								
,	ladical Davia		1								1		2
Persons w/ Disabilities (PWD) - Internal M			1										
Persons w/ Disabilities (PWD) - Medical D		1											
Persons w/ Disabilities (PWD) - Medically		Medication	1	1						1			
Persons w/ Disabilities (PWD) - Metal Imp				1									
Persons w/ Disabilities (PWD) - Mobility D		1		1									
Persons w/ Disabilities (PWD) - Prosthesis		1											
Persons w/ Disabilities (PWD) - Respirato		er Equipmer	nt	1						1			
Persons w/ Disabilities (PWD) - Touch Av											1		
Persons w/ Disabilities (PWD) - Wheelcha	1		1	5	3						1		1
Property - Special Handling	34	22	35	28	26	21	2	2	11	11	16	14	22:
Property - Special Handling - Damaged Ite	3	3	6	5	4	4						2	2
Property - Special Handling - Damaged Ite	7	8	7	1	2	3			4	4	4	4	4
Property - Special Handling - Missing Item	9		7	2	10	3		2	1	3	4		4
Property - Special Handling - Missing Item	15	11	15	20	10	11	2		6	4	8	8	11
Request for Assistance		1	1										
Request for Assistance - Other		1	1										
Screening	8	8	6	8	6	12	2	1	1	5	2	5	6
Screening - Inconsistency										1		1	
Screening - Lengthy Lines				1		1						1	
Screening - Procedures/Process	8	8	4	5	6	10	2	1	1	4	1	3	5
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confiso		U	1	1	J	10				4			
Screening - Retrieving Abandoned/Cornist Screening - Security Breach	Dated Hellis		1	1		- 1							
221	44	34	26	16	39	45	61	76	79	86	89	81	
Airline	44	34		16 1	39	45	61	/6		86 1		81	67
			1	1					2				
Airline - Lost Baggage									_	1			
Airline - Policy/Regulations/Service			1	1					2		2		
Civil Rights	1	2	1	3	1	1	5	3	1	2	4	3	2
Civil Rights - Constitutional Rights		1		1									
Civil Rights - Hair Patdowns					1								
Civil Rights - National Origin				1							1		
Civil Rights - Perceived Religion							1						
Civil Rights - Racial Profiling or Discrimina	1	1	1			1	2	1	1	2	2	2	1
Civil Rights - Screening of Religious or Cu	Itural Garme	nts						1					
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender		1			1	1				1	
Civil Rights - Sexual Orientation - Not Trai	nsgender						1				1		
Claims	_		1										
Claims - General			1										
Customer Service	7	5	7	3	15	9	7	9	12	11	7	8	10
Customer Service - CSM			1						1	1			
Customer Service - Others	1		•		1				•	1			
				3	14	9	7	9	11				
		5	6							a		8	a
Customer Service - TSO	6	5	6							9		8 53	
Customer Service - TSO Expedited Passenger Screening Program	6	5	6 5	1	5	10	20	35	30	39	40	53	23
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	6 - DoD							35					23
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	6 - DoD - Known Cre	w Member	5					35 1		39	40	53	23
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	6 - DoD - Known Cre - TSA Applic	w Member cation Progra	5 am	1	5	10	20	35 1 4	30	39	40 2	53	23
Customer Service - TSO  Expedited Passenger Screening Program	- DoD - Known Cre - TSA Applic - TSA PreCh	w Member cation Progra	5 am 5					35 1 4 29		39	40 2	53	23 1 22
Customer Service - TSO  Expedited Passenger Screening Program	- DoD - Known Cre - TSA Applic - TSA PreCh	w Member cation Progra	5 am 5	1	5	10	20	35 1 4	30	39	40 2	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety	- DoD - Known Cre - TSA Applic - TSA PreCh	w Member cation Progra	5 am 5	1 1 2	5 5	10	20	35 1 4 29	30	39	40 2	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General	- DoD - Known Cre - TSA Applic - TSA PreCh	w Member cation Progra	5 am 5 - Opt In	1 2 2	5	10	20	35 1 4 29	30	39	38	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra	5 am 5	1 1 2	5 5	10	20	35 1 4 29	30	39	40 2	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domest	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra	5 am 5 - Opt In	1 2 2	5 5	10	20	35 1 4 29	30	39	38	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra	5 - Opt In	1 2 2 1	5 5	10	20	35 1 4 29	30	39	38	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domest	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra	5 - Opt In	1 2 2 1	5 5	10	20	35 1 4 29	30	39	38	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestillentification (ID) Requirements - Real ID	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra neck Employees	5 - Opt In 1 1	1 2 2 1	5 5	10	20	35 1 4 29	30	39	38 2 2 1 1	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domestildentification (ID) Requirements - Real ID  Locks	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra neck Employees	5 - Opt In 1 1 2	1 2 2 1	5 5	10	20	35 1 4 29	30	39	38 2 2 1 1	53	1 22
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra eck Employees	5 - Opt In 1 1 2 1	1 2 2 1	5 5	10	20	35 1 4 29	30	39	40 2 38 2 1 1	53	23
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domesti  Identification (ID) Requirements - Real ID  Locks  Locks - General  Locks - Missing or Damaged Lock	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progra eck Employees	5 - Opt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1	5 5	10	20	35 1 4 29	30	39	40 2 38 2 1 1	53	23
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domesti  Identification (ID) Requirements - Real ID  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Prograteck Employees	5 - Opt In 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1	10	4 16	35 1 4 29 1	30	39	40 2 38 2 1 1 1	53 2 51	1 22
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member ration Progration Progra	5 - Opt In 1 1 1 1 1 1 1 1 1 3	1 2 2 1 1 1	5 5 1 1	10	20	35 1 4 29 1	30	2 37	38 2 1 1 1	53	23
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domesti  Identification (ID) Requirements - Real ID  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member ration Prograteck Employees	5 Opt In  1 1 1 1 1 1 1 1 3 2	1 2 2 1 1 1	5 5 1 1 5 2	10	20 4 16	35 1 4 29 1	30 30 1 1 1 4	2 37 4 1	40 2 38 2 1 1 1	53 2 51	23
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domesti  Identification (ID) Requirements - Real ID  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In 1 1 1 1 1 1 1 1 1 3	1 2 2 1 1 1	5 5 1 1 1	10	20 4 16	35 1 4 29 1	30 30 1 1 4	2 37 4 1 2	40 2 38 2 1 1 1	53 2 51	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member ration Prograteck Employees	5 - Opt In	1 2 2 1 1 1	5 5 1 1 5 2	10	20 4 16 5 3 2	35 1 4 29 1	30 30 1 1 1 4	2 37 4 1 2 1	40 2 38 2 1 1 1	2 51	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1 1	10	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 4	2 37 4 1 1 1	40 2 38 2 1 1 1	53 2 51	23
Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements - Domesti  Identification (ID) Requirements - Real ID  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to CBP	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1	10	20 4 16 5 3 2	35 1 4 29 1	30 30 1 1 4	2 37 4 1 2 1	40 2 38 2 1 1 1	2 51	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 1 1 1 5 2 2 1	10	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 4	2 37 4 1 1 1	40 2 38 2 1 1 1	2 51	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1 5 2 2 1	10	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 4	2 37 4 1 1 1	40 2 38 2 1 1 1	2 51	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1 1 5 2 2 2 1	10 10 3 1 2	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 2 1 1	40 2 38 2 1 1 1 1	2 51	23 1 22 5 1 3
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1 5 2 2 1	10	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 4	2 37 4 1 1 1	40 2 38 2 1 1 1 1	2 51	23 1 22 5 1 3
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 1 1 1 5 2 2 1 1 1 1 2	10 10 3 1 2	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 1 4 3 1	39 2 37 4 1 1 2 1 1 1	40 2 38 2 1 1 1 1 1	2 51	23 1 22 1 1 3
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 2 1 1	40 2 38 2 1 1 1 1 1	2 51	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Patdown - General	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progration Progration Progration Programmers III	5 - Opt In	1 2 2 1 1 1	5 1 1 1 5 2 2 1 1 1 1 2	10 10 3 1 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4	40 2 38 2 1 1 1 1 1 4 4 1 3	2 51	23 1 22 5 1 1
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	www.Member cation Prograteck Employees  1 1 1 1 10 g ItemsC 9	5 - Opt In  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2	20 4 16 5 3 2 1	35 1 4 29 1	30 30 1 1 1 4 3 1	39 2 37 4 1 1 2 1 1 1	40 2 38 2 1 1 1 1 1 4 4 1 3	2 51	25
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4	40 2 38 2 1 1 1 1 1 4 4 1 3	2 51	22
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4	40 2 38 2 1 1 1 1 1 4 4 1 3	2 51	23 1 22 5 1 1 1
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4	40 2 38 2 1 1 1 1 1 4 1 3	2 51 2 51 1	23
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject No Subject - General Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 2 1 1 1 1 4 4	40 2 38 2 1 1 1 1 1 4 1 3	2 51 2 51 1	23 1 22 5 1 1 1
Customer Service - TSO  Expedited Passenger Screening Program Identification (ID) Requirements - Domesti Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) - Breast Car Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2 2 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4 2	40 2 38 2 1 1 1 1 1 4 1 3	2 51 2 51 1	23 1 22 5 1 3 3
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown - Children Patdown - Children Patdown - General Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2 2 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4 2	40 2 38 2 1 1 1 1 1 4 1 3	2 51 2 51 1	23 1 22 5 1 3
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 - Opt In	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2 2 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4 2	40 2 38 2 1 1 1 1 1 4 1 3	2 51 2 51 1	23i
Customer Service - TSO  Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown - Children Patdown - Children Patdown - General Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	6 - DoD - Known Cre - TSA Applic - TSA PreCh - TSA/DHS E	w Member cation Progration Progra	5 am 5 Opt In 1 1 1 1 1 1 1 1 Disability	1 2 2 1 1 1	5 5 1 1 1 5 2 2 1 1 1 2	10 10 3 1 2 2 2	5 3 2 1 1	35 1 4 29 1	30 30 1 1 4 3 1	39 2 37 4 1 1 1 1 4 4 2	40 2 38 2 1 1 1 1 1 4 1 3	2 51 2 51 1	99 233 11 222 23 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4

		1	SA Contac	t Center (1	ГСС) Data	ΓοοΙ - FΟΙΑ	<u>.</u>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelch	1						1						2
Prohibited & Permitted Items	1.7.1				1				1	2			8
Prohibited & Permitted Items - Alcohol an Prohibited & Permitted Items - Food/Beve										2	1	1	3
Prohibited & Permitted Items - Food/Beve		Sharn Ohiec	te								1		1
Prohibited & Permitted Items - Liquids/Ge			13		1				1		1		3
Property - Special Handling	13	10	2		2	7	13	16	16	14		5	113
Property - Special Handling - Damaged It			2			3	4	3	7	2		2	39
Property - Special Handling - Damaged It	te 1	1				1	1	1	2	2		1	10
Property - Special Handling - Missing Iter						3		7	5	4			26
Property - Special Handling - Missing Iter	6	6			2		8	5	2	6		1	38
Request for Assistance		(DIA(D)								1			1
Request for Assistance - Non-Persons w/				0	6	40	0	6	7	1 5			7
Screening - Crew Member or Airline Emp	lovee	3		2	О	12	9	0	- 1	5	- /	6	74
Screening - Inconsistency	loyou	1			5	'	2	1	3	1	1		14
Screening - Lengthy Lines	1					1	3	1			1		1
Screening - Opposite Gender				1									1
Screening - Procedures/Process	10	2		1	1	10	4	4	4	4	5	6	51
2022	84	103	145	118	124								574
Airline		1											1
Airline - Policy/Regulations/Service	<u></u>	1											1
Civil Rights	3		4	4	4								15
Civil Rights - Age	[ Employee\		4		1								1
Civil Rights - Civil Rights Violation (TSA E	_mployee)		1	1									1
Civil Rights - National Origin				1	1								2
Civil Rights - Racial Profiling or Discrimin	3		2	2									- 8
Civil Rights - Sex/Gender/Gender Identity					1								1
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										1
Claims	1												1
Claims - General	1												1
Customer Service	9	12	10	10	8								49
Customer Service - CSM	1												1
Customer Service - Others		40	40	40	1								1
Customer Service - TSO Expedited Passenger Screening Program	8 44	12 70	10	10 80	7 96								47 398
Expedited Passenger Screening Program  Expedited Passenger Screening Program			3	5	7								21
Expedited Passenger Screening Program		62	105	75	88								374
Expedited Passenger Screening Program					1								3
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Identification (ID) Requirements			1		2								3
Identification (ID) Requirements - Domest					2								2
Identification (ID) Requirements - Internat	1		1										1
Locks	1												1
Locks - Missing or Damaged Lock  Lost and Found	1		1	2									1
Lost and Found - Airport/TSA	1		1	2									4
Mishandling of Passenger Property	3	4	4	1	1								13
Mishandling of Passenger Property - Dam		1	2		1								5
Mishandling of Passenger Property - Dam		2	2	1									7
Mishandling of Passenger Property - Disa	rrayed Item	1											1
No Jurisdiction	1	1			1								3
No Jurisdiction - Refer to CBP	1	1			1								3
Patdown	3		2		3								10
Patdown - Flyer	3	2	2		2								9
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1	1	3	1	1 1								1 
Persons w/ Disabilities (PWD) - General	'	1	1		1								2
Persons w/ Disabilities (PWD) - Medically	1		1	1									2
Persons w/ Disabilities (PWD) - Mobility I	*		1										1
Persons w/ Disabilities (PWD) - Respirato					1								1
Persons w/ Disabilities (PWD) - Wheelch			1										1
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Pa													1
Prohibited & Permitted Items - Knives/Too		-											1
Property - Special Handling	8		8	11	2								37
Property Special Handling - Damaged It			<u>4</u>	5	1								16
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter			1	4	1								7
Property - Special Handling - Missing Iter			3	1	ı								8
Screening	7		4	9	5								29
Screening - Crew Member or Airline Emp					1								1
Screening - Inconsistency			1	1	1								3
Screening - Procedures/Process	7	4	3	8	3								25

			ISA Conta	ct Center (	「CC) Data 1	OOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO		3		2	1	1	2	2	2		1		14
2019				1	1	1		1	1		1		6
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	1				1					2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling									1				1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1
Screening					1								1
Screening - Lengthy Lines					1								1
2020		2					1						3
Customer Service		1											1
Customer Service - TSO		1											1
Screening		1					1						2
Screening - Procedures/Process		1					1						2
2021							1	1	1				3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage			1	1					2
2022		1		1									2
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL					1						1		2
2021											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1

	10.0						ool - FOIA		A=			•••		_
gories		11-Nov				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Т	3		5	7	8	12	3				3			
2019					1	1	1	2	3	1	2	2		
Civil Rights									1					
Civil Rights - Age									1					
Customer Service								1	1	1		1		
Customer Service - TSO								1	1	1		1		
Mishandling of Passenger Property					1			1						
Mishandling of Passenger Property - Dam	aged/Missing	Items-	-Checked	Bac	1			1						
Persons w/ Disabilities (PWD)	Ü											1		
Persons w/ Disabilities (PWD) - Autism Sp	pectrum											1		
Property - Special Handling						1			1		2			
Property - Special Handling - Damaged Ite	ome - Checker	4				'			1		1			
Property - Special Handling - Missing Item		u				1			- 1		1			
	is - Checked													
Screening							1							
Screening - Procedures/Process							1							
2020				1	3	3		1	1		1		1	
Civil Rights					1									
Civil Rights - Hair Patdowns					1									
Customer Service						1								
Customer Service - TSO						1								
Mishandling of Passenger Property					1	1					1			
Mishandling of Passenger Property - Dam	aged/Missing	Items-	-Checked	Bar	1	1					1			
Patdown	agoannioonig	itomo	Oncoroa	1	1	1								
Patdown - Flyer				1	1	1								
				- 1	- 1	ı								
Persons w/ Disabilities (PWD)								1	1					
Persons w/ Disabilities (PWD) - Mobility D				cooter)	)			1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway							1					
Property - Special Handling													1	
Property - Special Handling - Missing Item	ns - Checked												1	
2021	1		1		1		2		1	2			1	
Airline							1							
Airline - Policy/Regulations/Service							1							
Civil Rights			1											
Civil Rights - Racial Profiling or Discrimina	ation		1											
Customer Service			•							1				
Customer Service - TSO										1				
Expedited Passenger Screening Program					1									
Expedited Passenger Screening Program	- TSA PreChe	eck			1									
Patdown										1				
Patdown - Flyer										1				
Property - Special Handling							1						1	
Property - Special Handling - Damaged Ite	ems - Checked	d					1							
Property - Special Handling - Missing Item													1	
Screening	1								1					
Screening - Procedures/Process	1								1					
2022	2		4	6	3	8								
			1	1	3	1								
Customer Service			1			ı								
Customer Service - Others			4	1										
Customer Service - TSO			1			1								
Expedited Passenger Screening Program	2		1	2	2	7								
Expedited Passenger Screening Program	2		1	2	2	7								
Locks				1										
Locks - Missing or Damaged Lock				1										
No Jurisdiction				1										
No Jurisdiction - Refer to Other				1										
Property - Special Handling			1	-	1									
Property - Special Handling - Damaged Ite	eme - Carry O				1									
			1		ı									
Property - Special Handling - Missing Item	із - Спеске		1											
Screening			1	1										
Screening - Procedures/Process			1	1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FOD	2									1			3
2020	2												2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2021										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Item	s - Checked	i								1			1

Categories	10-Oct	11-Nov			1-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	14		5	7	15	15	4	4	3		7		· · · · · · · · · · · · · · · · · · ·	90
2019			•	•	10	4	2	1	2		2			15
Advanced Imaging Technology (AIT)						1	_	•		_	_		•	1
Advanced Imaging Technology (AIT) - Fly	/er					1								1
Civil Rights												1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transc	ender										1		1
Customer Service										1	1			2
Customer Service - TSO										1	1			2
Lost and Found						1								1
Lost and Found - Airport/TSA						1								1
Patdown									1					1
Patdown - Flyer									1					1
Persons w/ Disabilities (PWD)							2							2
Persons w/ Disabilities (PWD) - General							1							1
Persons w/ Disabilities (PWD) - Medically	/ Necessarv	Medicatio	n and	Medical S	Supplies		1							1
Property - Special Handling	<u> </u>							1			1			2
Property - Special Handling - Damaged It	ems - Check	ed						1						1
Property - Special Handling - Missing Iten								•			1			1
Screening						2			1	1			1	5
Screening - Procedures/Process						1			1	1			1	4
Screening - Procedures/Process						1			- 1	'			'	1
2020	5		1	3	4	3					2			18
Civil Rights	9		•	J	4	3					2			2
Civil Rights - Hair Patdowns											2			2
<u> </u>	otion										1			1
Civil Rights - Racial Profiling or Discrimin Customer Service					- 1	1					- '			3
	1				1	1								
Customer Service - TSO	1		4		- 1	- 1								3
Locks			1											1
Locks - Missing or Damaged Lock			1											1
Mishandling of Passenger Property	1				1									2
Mishandling of Passenger Property - Dam	1 1				1									2
Patdown					1	1								2
Patdown - Flyer					1	1								2
Persons w/ Disabilities (PWD)					1									1
Persons w/ Disabilities (PWD) - Medically		Medication	on and	Medic	1									1
Property - Special Handling	3					1								4
Property - Special Handling - Damaged It														1
Property - Special Handling - Missing Iten	2					1								3
Screening				3										3
Screening - Lengthy Lines				2										2
Screening - Procedures/Process				1										1
2021	2					1	2	3	1	2	3	- 5	5	24
Civil Rights								1						1
Civil Rights - Racial Profiling or Discrimin	ation							1						1
Customer Service	1								1		1			3
Customer Service - TSO	1								1		1			3
Duplicate E-mail												1		1
Duplicate E-mail - General												1		1
Expedited Passenger Screening Program							2	1			1	3	5	12
Expedited Passenger Screening Program	- TSA PreC	heck					2	1			1	3	5	12
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Disa	arrayed Items	Carry-c	n or C	hecked						1				1
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Cast	s								1			1
Prohibited & Permitted Items												1		1
Prohibited & Permitted Items - Knives/Too	ı ols/Razors/S	harn Obie	ects									1		1
Property - Special Handling								1						1
Property - Special Handling - Missing Iten	ı ns - Carrv-∩	า						1						1
Screening	1 1					1				1				3
Screening - Procedures/Process	1					1				1				3
			4	4	11	7				ı				33
•	7		•		- ''									1
2022	7													
2022 Customer Service	7			1										- 1
2022 Customer Service Customer Service - TSO			2	1	40									
Customer Service Customer Service - TSO Expedited Passenger Screening Program	6		2		10	6								27
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	6 - TSA Appli	cation Pro	ogram	1 3	3									27 3
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	6 - TSA Appli 6	cation Pro		1		6								27 3 24
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	6 - TSA Appli 6 1	cation Pro	ogram	1 3	3									27 3 24 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I	6 - TSA Appli 6 1	cation Pro	ogram 2	1 3	7	6								1 27 3 24 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Screening	6 - TSA Appli 6 1	cation Pro	ogram	1 3	3 7									27 3 24 1 1
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility II Screening Screening - Crew Member or Airline Empi	6 - TSA Appli 6 1	cation Pro	ogram 2 2	1 3	7	6								27 3 24 1 1 4
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I	6 - TSA Appli 6 1	cation Pro	ogram 2	1 3	3 7	6								27 3 24 1 1

			ISA Conta	ct Center (	(CC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM		2	1	3	1	1	2		4				14
2019				3	1		1		2				
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Bag	ggage					1				
Patdown				1					1				2
Patdown - Flyer				1					1				- 2
Property - Special Handling				1									
Property - Special Handling - Damaged I	tems - Check	ked		1									
Screening				1	1		1						
Screening - Procedures/Process				1	1		1						
2021		1				1	1		2				
Expedited Passenger Screening Program							1		1				
Expedited Passenger Screening Program	n - TSA PreC	Check					1		1				
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility	Disability (No	ot Wheelch	air or Scoo	ter)		1							
Property - Special Handling									1				
Property - Special Handling - Damaged I	tems - Check	ked							1				
Screening		1											
Screening - Inconsistency		1											
2022		1	1										
Locks			1										
Locks - Missing or Damaged Lock			1										
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Medicall	y Necessary	1											

tegories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
WA .	7	10	8			4	4		4	6		· · · · · · · · · · · · · · · · · · ·	
2019	•	10	U	_	J	1	1		3	1			
Mishandling of Passenger Property						•	•	•	2	•	2		
Mishandling of Passenger Property - Dar	l maged/Missin	a ItemsC	arn/-on Luc	nane								1	
Mishandling of Passenger Property - Dar									1		2		
Mishandling of Passenger Property - Dis	-								1			1	
	arrayed items	Carry-on	or Checke	u				4	I				
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees	and Casts						1					
Property - Special Handling							1		1	1	1		
Property - Special Handling - Damaged I									1	1	1		
Property - Special Handling - Missing Ite	ms - Checked						1						
Screening						1						1	
Screening - Procedures/Process						1						1	
2020	2	1	4	1	1			2		2		1	
Customer Service								1					
Customer Service - TSO								1					
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property	1	1	1		1			1		2			
Mishandling of Passenger Property - Dar	n 1		1		1			1		2			
Mishandling of Passenger Property - Dis		1								_			
Patdown	1			1									
Patdown - Non-Flyer				1									
	1		1	- 1									
Property - Special Handling			1										
Property - Special Handling - Missing Ite	п											4	
Screening			1									1	
Screening - Procedures/Process			1									1	
2021	5	2	1			3		4	1	3		3	
Additional Information Required/Insufficient Ir							1						
Additional Information Required/Insufficient	ent Informatio						1						
Customer Service	1	1	1				1	1					
Customer Service - TSO	1	1	1				1	1					
Expedited Passenger Screening Program							1	1				3	
Expedited Passenger Screening Progran	n - TSA PreCl	heck					1	1				3	
Mishandling of Passenger Property	1					1			1	1			
Mishandling of Passenger Property - Dar	n 1					1			1	1			
Patdown								1					
Patdown - Flyer								1					
Property - Special Handling	2	1				2							
Property - Special Handling - Damaged I													
Property - Special Handling - Damaged I		1											
Property - Special Handling - Missing Ite						2							
Screening	1	'						1		2			
<u> </u>	'									2			
Screening - Inconsistency													
Screening - Procedures/Process	1	_						1					
2022		7	3	1									
A 1 11	1				1								
Airline													
Airline - Policy/Regulations/Service					1								
Airline - Policy/Regulations/Service Customer Service		1			1								
Airline - Policy/Regulations/Service		1			1								
Airline - Policy/Regulations/Service Customer Service			3	1	3								
Airline - Policy/Regulations/Service Customer Service Customer Service - TSO	n - TSA PreC	1	3		3								
Airline - Policy/Regulations/Service Customer Service Customer Service - TSO Expedited Passenger Screening Program	n - TSA PreC	1 5			3								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC	2					1		1			1		5
2020	2					1							3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Iter	ns - Checke	d				1							1
Screening	1												1
Screening - Procedures/Process	1												1
2021								1			1		2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d				1					1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCK	1	1		3	2	1			2	2	2		14
2019						1					2		;
Mishandling of Passenger Property											2		
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	ggage							1		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d							1		
Screening						1							
Screening - Procedures/Process						1							
2020		1		1					1	2			!
Mishandling of Passenger Property				1						1			
Mishandling of Passenger Property - Dam	ı aged/Missir	ng ItemsC	hecked Bag	1						1			
Property - Special Handling		1							1	1			
Property - Special Handling - Damaged Ite	ems - Checl	1							1	1			
2021				1	1				1				
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	ation				1								
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d					1				
Screening				1									
Screening - Procedures/Process				1									
2022	1			1	1								
Customer Service					1								
Customer Service - TCC					1								
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Property - Special Handling				1									
Property - Special Handling - Damaged Ite	ems - Check	ed		1									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GDV				1									1
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	iaged/Missii	ng Items Pri	ivate Scree	1									1

ories					) Data Tool		_					_	
						-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	44	31	28	39	44	26	15	20	24	36	39	30	376
2019				12	13	13	6	9	12	15	23	13	116
Civil Rights						1		1					2
Civil Rights - Screening of Religious Cultur						1							1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	ler						1					1
Customer Service				2	3	5	1	1	2	1	3	3	21
Customer Service - Others						1					1		2
Customer Service - TSO				2	3	4	1	1	2	1	2	3	19
Locks				2	1							2	5
Locks - Missing or Damaged Lock				2	1							2	5
Mishandling of Passenger Property				3	4	2	2	4	2	7	6	5	35
Mishandling of Passenger Property - Dame										1			1
Mishandling of Passenger Property - Dama	aged/Missing It	emsChecl	ked Βαί	2	4	1	1	2	2	3	5	5	25
Mishandling of Passenger Property - Disar	rrayed ItemsC	arry-on or (	Checked	1		1	1	2		3	1		9
Patdown							1		2		4		7
Patdown - Flyer							1		2		4		7
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	d Medical Su	pplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp											1		1
Persons w/ Disabilities (PWD) - Mobility D		/heelchair c	r Scooter)		1					1			2
Persons w/ Disabilities (PWD) - Ostomy/O		THOUSENIAN O	. 0000101)								1		1
Persons w/ Disabilities (PWD) - Touch Ave		uma)						1					1
Property - Special Handling	oroioir (pairirtia	arria)		2	2	2	1	1	3	4	5	2	22
Property - Special Handling - Damaged Ite	me - Carry-On						1	'	- 0				1
Property - Special Handling - Damaged Ite					1		- '	1	1	1		1	5
Property - Special Handling - Damaged Re				1	ı				1	- 1	1		3
					4	0				2			
Property - Special Handling - Missing Item	s - Checked			1	1	2			1	3	4	1	13
Screening Inconsistancy				3	2	3	1	1	2	2	2	1	17
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines				1							1		2
Screening - Procedures/Process				1	2	2	1	1	2	1	1	1	12
Screening - Retrieving Abandoned/Confisc										1			1
020	13	12	9	7	11	7	1		4	4	3	6	77
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimina									1				1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	ler			1								1
Customer Service	1	1	1		1	1					1	1	7
Customer Service - Others	1												1
Customer Service - TSO		1	1		1	1					1	1	6
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property	3		2	1	2	1				2		1	12
Mishandling of Passenger Property - Dam	3		2		2	1				2		1	11
Mishandling of Passenger Property - Disar		arry-on or (		1									1
Patdown	4	4	1	2	3				1				15
Patdown - Flyer	4	4	1	2	1				1				13
Patdown - Non-Flyer					2				!				2
Persons w/ Disabilities (PWD)	2	2	1	1								1	7
Persons w/ Disabilities (PWD) - Cognitive				1								1	1
	/Developmenta	1 /wentar D	isability										1
Persons w/ Disabilities (PWD) - Diabetes	adiaal Davissa		1	4									1
Persons w/ Disabilities (PWD) - Internal M			1	1									2
Persons w/ Disabilities (PWD) - Mobility D	isability (IV	1											1
Persons w/ Disabilities (PWD) - Touch Av	1												
` '													1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	1		1										1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General			1										1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling	2	2	1	2	2		1		1	2	1	3	1 1 17
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite	2	2	1	2	2		1		1	2	1	3 1	1 1 17 4
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	2 ems - Checked 1		1	1	1				1		1	1	1 1 17 4 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	2 ems - Checked 1 1	2	1 1 1	1	1		1		1		1		1 17 4 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	2 ems - Checked 1		1	1	1	4				1		1	1 1 17 4 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	2 ems - Checked 1 1	2	1 1 1	1	1	4			1	1	1	1	1 17 4 2 11
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	2 ems - Checked 1 1 1	2 3	1 1 1	1	1	4			1	1	1	1	1 17 4 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines	2 ems - Checked 1 1 1	2 3 2	1 1 1 2	1 1 1	1				1	1	1	1	1 17 4 2 11 14 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	2 ems - Checked 1 1 1	2 3 2	1 1 1 2	1 1 1	1 1 1			11	1	1	1	1	1 17 4 2 11 14 2
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	ems - Checked 1 1 1 1 cated Items	2 3 2 1	1 1 1 1 2 2 2	1 1 1	1 1 1	4	1	11 1	1 1	1	1 1	2	1 17 4 2 11 14 2 11
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	ems - Checked 1 1 1 1 cated Items 6	2 3 2 1	1 1 1 1 2 2 2	1 1 1	1 1 1	4	1		1 1	1	1 1	2	1 17 4 2 11 14 2 11 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights - Racial Profiling or Discrimina	ems - Checked 1 1 1 1 cated Items 6	2 3 2 1	1 1 1 1 2 2 2 5	1 1 1	1 1 1 5	4 6	1	1	1 1 1 8	1	1 1	1 2	1 17 4 2 11 14 2 11 1 1 100
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  1 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	ems - Checked 1 1 1 1 cated Items 6	2 3 2 1	1 1 1 1 2 2 2	1 1 1 1 8	1 1 1	4	1	1	1 1	1	1 1	2	1 17 4 2 11 14 2 11 1 1 100
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  1 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	ems - Checked 1 1 1 1 cated Items 6	2 3 2 1	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5	<b>6</b>	1 8	1 1 2	1 1 1 8	1	1 1	1 2 11 2	1 1 17 4 2 2 11 14 2 11 10 10 1 11 11 11 11 11 11 11 11 11 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	ems - Checked 1 1 1 1 cated Items 6	2 3 2 1	1 1 1 1 2 2 5	1 1 1 1 8 8	1 1 1 5	4 6	1 8 2 2	1 1 2	1 1 1 8	1 17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 11 2 2 2	1 1 17 4 2 111 14 2 11 100 1 1 1 12 1 12 1 11 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisce Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	ems - Checked 1 1 1 1 cated Items 6	2 3 2 1	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5	<b>6</b>	1 8	1 1 2	1 1 1 8	1	1 1 1 13	1 2 11 2	1 1 17 4 2 11 11 14 2 11 100 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ems - Checked 1 1 1 1 cated Items 6 ation	2 3 2 1 <b>2</b>	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2	1 1 1 8 8	1 1 17	1 1 1 13	1 2 11 2 2 5 5	1 1 17 4 2 11 14 2 2 11 1 1 100 1 1 1 2 1 1 1 2 2 2 2 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ems - Checked 1 1 1 1 cated Items 6 ation	2 3 2 1 <b>2</b>	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5	<b>6</b>	1 8 2 2	1 1 2	1 1 1 8	1 17	1 1 1 13	1 2 11 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	ems - Checked 1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec	2 3 2 1 <b>2</b>	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2	1 1 1 8 8	1 1 17	1 1 1 13	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	2 ems - Checked 1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec	2 3 2 1 <b>2</b> on Program	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1	1 1 17	1 1 1 13	1 2 11 2 2 5 5 5	1 1 17 4 2 111 14 2 11 1 1 100 1 1 1 2 2 2 2 2 2 2 2 4 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  1021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	ems - Checked  1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec	2 3 2 1 <b>2</b> Son Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2	1 1 1 8 8	1 1 17	1 1 1 13	1 2 11 2 2 5 5	1 1 17 4 2 111 14 2 11 1 100 1 1 1 20 26 2 2 24 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks  Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam	2 ems - Checked 1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec 1 4 3	2 3 2 1 <b>2</b> on Program	1 1 1 1 2 2 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 17	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 17 4 2 111 14 2 111 1 100 1 1 20 26 2 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ems - Checked  1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec	2 3 2 1 <b>2</b> Son Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1	1 1 17 8 8	1 1 1 13	1 2 11 2 2 5 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	2 ems - Checked 1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec 1 4 3	2 3 2 1 <b>2</b> Son Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 17	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 17 4 2 111 14 2 111 1 100 1 1 20 26 2 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Special Handling - Missing Item Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights - Racial Profiling or Discrimina Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer	2 ems - Checked 1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec 1 4 3	2 3 2 1 <b>2</b> Son Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 17 8 8	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 17 4 2 111 14 2 111 1 100 1 1 1 20 26 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	2 ems - Checked 1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChec 1 4 3	2 3 2 1 <b>2</b> Son Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	8 8 2 2 2	1 1 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ems - Checked  1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChecked 1 4 3 1	2 3 2 1 <b>2</b> on Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 1 1 8 8 8 1 1 1 1 1 1	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	ems - Checked  1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChect 1 4 3 1	2 3 2 1 <b>2</b> on Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 17 8 8 8	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive	ems - Checked  1 1 1 1 cated Items 6 ation  - TSA Applicati - TSA PreChect 1 4 3 1 /Developmentalants (joint)	2 3 2 1 <b>2</b> on Program	1 1 1 1 2 2 5 5	1 1 1 1 8	1 1 1 5 3 3	<b>6</b>	1 8 2 2 2 2 2 2	1 1 2 2 2 2 2	1 1 1 8 8 2 2 1 1 1	1 17 8 8 8	1 1 1 13 6 1 5	1 2 11 2 2 5 5	1 1 17 4 2 111 14 2 11 1 1 1 1 20 26 2 2 24 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1			1	1	2	2	2	4	3	2		
Property - Special Handling - Damaged Ite	ems - Carry-	On			1	1				2			
Property - Special Handling - Damaged Ite	1						1		3				
Property - Special Handling - Missing Item	s - Carry-O	n				1		1	1				
Property - Special Handling - Missing Item	s - Checke	1		1			1	1		1	2		
Screening		1	1			2	1	2		4	3	3	
Screening - Inconsistency						1	1				2	1	
Screening - Lengthy Lines								1		1			
Screening - Procedures/Process		1	1					1		3	1	2	
Screening - Retrieving Abandoned/Confis	cated Items					1							
2022	25	17	14	12	15								
Civil Rights	1	1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service	3	1	2	3	1								
Customer Service - Others					1								
Customer Service - TSO	3	1	2	3									
Expedited Passenger Screening Program	15	12	10	8	9								
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1	1											
Expedited Passenger Screening Program	13	10	10	8	9								
Expedited Passenger Screening Program	- TSA/DHS	1											
Locks	1				2								
Locks - Missing or Damaged Lock	1				2								
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	arry-on Lugg	age	1								
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Liquids/Ge	1												
Property - Special Handling	2	3											
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Damaged Ite	2												
Property - Special Handling - Missing Item	s - Checke	2											
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	2		1	1	1								
Screening - Lengthy Lines	2				1								
Screening - Procedures/Process			1	1									

			TSA Cor	tact Cente	r (TCC) E	ata 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-De	c 01-Ja	n 02-F	eb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	2	4		1	1	1	2	4		3	1	1		20
2019							1	3		1				5
Locks								1						1
Locks - Missing or Damaged Lock								1						1
Patdown								1						1
Patdown - Flyer								1						1
Property - Special Handling							1							1
Property - Special Handling - Damaged It	ems - Checl	ked					1							1
Screening								1		1				2
Screening - Inconsistency										1				1
Screening - Procedures/Process								1						1
2020		1		1			1			1				4
Civil Rights										1				1
Civil Rights - Perceived Religion										1				1
Customer Service				1			1							2
Customer Service - TSO				1			1							2
Mishandling of Passenger Property		1												1
Mishandling of Passenger Property - Dam	naged/Missi	1												1
2021	1	1				1		1		1	1	1		7
Expedited Passenger Screening Program										1				1
Expedited Passenger Screening Program	- TSA PreC	Check								1				1
Lost and Found								1						1
Lost and Found - Airport/TSA								1						1
Mishandling of Passenger Property											1	1		2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on L	uggage								1		1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Chec	ked							1			1
Property - Special Handling		1												1
Property - Special Handling - Missing Iten	ns - Checke	1												1
Screening	1					1								2
Screening - Procedures/Process	1					1								2
2022	1	2			1									4
Expedited Passenger Screening Program	1	2			1									4
Expedited Passenger Screening Program	1	2			1									4

Categories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG	2			0 1-3aii	1	US-IVIAI 1				07-Jui		09-3ep	10tai
2019				1				1	2	3	-	3	- 2
Locks									1	,	1		
Locks - Missing or Damaged Lock									1		1		
Mishandling of Passenger Property				1				1	1				
Mishandling of Passenger Property - Dan	  aned/Missi	na Items(	hecked Ba	r 1				1	1				
Persons w/ Disabilities (PWD)	lagea/iviissi	ng noms	onconca Da	· '					'	1			
Persons w/ Disabilities (PWD) - Medicall	/ Necessari	Medicatio	n and Medic	al Sunnlies						1			
Property - Special Handling	rvcccssary	Wicaldatio	ir aria ivicale	ат Опрриса						1			
Property - Special Handling - Missing Iter	ns - Checke	nd								1			
Screening	III - OFFICERO	·u								1			
Screening - Procedures/Process										1			
2020	1	1					1				2	1	
Civil Rights	1						'					- '	
Civil Rights - Racial Profiling or Discrimin	1												
Customer Service	1	-											
Customer Service - TSO													
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property											2	1	
Mishandling of Passenger Property - Dan	] naged/Missi	na Itome (	hacked Ba	naaae							2		
Property - Special Handling	lageu/iviissi	ng itemst	officered Day	ggage			1						
Property - Special Handling - Damaged II	eme Chec	kod					1						
2021	1	Reu				1	'	2				2	
Civil Rights	•							1					
Civil Rights - National Origin								1					
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property	1											'	
Mishandling of Passenger Property - Disa													
Property - Special Handling	1							1				1	
Property - Special Handling - Missing Iter	ı ns - Checke	ed						1				1	
Screening		_				1		'				- '	
Screening - Procedures/Process						1							
2022					1								
Property - Special Handling					1								
Property - Special Handling - Damaged It	ems - Chec	ked			1								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGW												2	2
2021												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening												1	1
Screening - Procedures/Process												1	1

ories	10-Oct 1		Contact Ce 2-Dec 01	-	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-	5	6	9	3	4	4	2			2		9	
2019	3	0	3	1	1	2	2				1	2	
Mishandling of Passenger Property					'			1					
	anad/Naiaaina 14	Ob	dead Dannan										
Mishandling of Passenger Property - Dama	aged/Missing II	emsCned	скей ваддаде					1					
Patdown				1				1					
Patdown - Flyer								1					
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)						1					1		
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway									1		
Property - Special Handling					1		1	1	1			1	
Property - Special Handling - Missing Item	ns - Carry-On				1				1				
Property - Special Handling - Missing Item							1	1				1	
Screening						1	1					1	
Screening - Lengthy Lines							1						
Screening - Procedures/Process						1	- '					1	
2020	4	•	•			- 1						1	
	1	2	2	1				1				1	
Mishandling of Passenger Property	1	1	1						1				
Mishandling of Passenger Property - Dam		1	1										
Mishandling of Passenger Property - Disar	rrayed ItemsC	arry-on or	Checked						1				
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	/heelchair	or Scooter)					1					
Property - Special Handling	,		,	1									
Property - Special Handling - Damaged Ite	ems - Carry-On			1									
Screening		1										1	
Screening - Procedures/Process		1										1	
2021	1	1	2			2		1	3	2	7	6	
		1	2					1	3		,	1	
Civil Rights	- 4!												
Civil Rights - Racial Profiling or Discrimina	alion											1	
Customer Service										1			
Customer Service - TSO										1			
Expedited Passenger Screening Program						1			1	1	3	3	
Expedited Passenger Screening Program	- TSA PreChec	k				1			1	1	3	3	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dama	aged/Missing It	emsChed	ked Baggage						1				
Persons w/ Disabilities (PWD)			1					1					
Persons w/ Disabilities (PWD) - Medical D	Devices - Attach	ed to th	1										
Persons w/ Disabilities (PWD) - Metal Imp								1					
Property - Special Handling	1		1			1			1		2	1	
Property - Special Handling - Damaged Ite						1					1	1	
Property - Special Handling - Missing Item			1			- '					'		
			ı						1		4		
Property - Special Handling - Missing Item	is - Checked	-							ı		1		
Screening		1										1	
Screening - Inconsistency												1	
Screening - Procedures/Process		1											
	3	3	5	1	3								
2022		1	2										
Customer Service		I											
		1	2										
Customer Service	1	1 2		1	3								
Customer Service Customer Service - TSO		1 2	2	1	3								
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Applicati	1 2 on Prograr	2 2 m	1									
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA Applicati 1	1 2	2 2 m 2	1	3								
Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property	- TSA Applicati 1 1	1 2 on Prograr	2 2 m	1									
Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA Applicati 1 1 1	1 2 on Prograr 2	2 2 m 2 1	1 1									
Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property	- TSA Applicati 1 1 1	1 2 on Prograr 2	2 2 m 2	1									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH	2	2	1										5
2022	2	2	1										5
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening	1	1											2
Screening - Procedures/Process	1	1											2

2019   1   2   3   4   3   2   10   2   5   5   4   9   4   3   2   2   2   10   2   5   5   4   9   4   3   2   2   2   2   2   2   2   2   2					ct Center (									
Color Rights	ategories													Total
Coult Rights	GNV	5	3	2	. 2	10	2							5-
Customer Service   1 2   1   1   1   1   1   1   1   1	2019							1	2	3	1	3	2	1
Customer Service   1	Civil Rights											1	2	
Customer Service   1   1   1   1   1   1   1   1   1		ation										1	2	
Locks   Mishandling of Passenger Property - Damaged Missing Items - Checked Baggage   1   1   1   1   1   1   1   1   1	Customer Service								1			1		
Locks - Missing or Damaged Lock   Mishanding of Passenger Property - Disarrayed Hims-Carry-on or Checked Baggage   1   1   1   1   1   1   1   1   1	Customer Service - TSO								1			1		
Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage   1   1	Locks									1				
Mishandling of Passenger Property - Disarryed Items-Carry-on or Checked	Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked Patdown - Flyer Patdown - Flyer Property - Special Handling Property	Mishandling of Passenger Property									1	1			
Patdown	Mishandling of Passenger Property - Dam	naged/Missing It	emsCl	necked Ba	ggage						1			
Patdown - Flyer     1   1   1   1   1   1   1   1   1	Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	or Checke	d					1				
Property - Special Handling - Damaged Items - Checked   1   1   1   2   2   1   1   1   2   2	Patdown							1	1					
Property Special Handling - Damaged Items - Checked   1	Patdown - Flyer							1	1					
Property Special Handling - Damaged Items - Checked   1										1				
Screening - Procedures - Process		ems - Checked								1				
Screening - Procedures/Process   1												1		
Customer Service	<u> </u>											1		
Customer Service		1		1		2	2		3	1	2		1	1
Customer Service - TSO				•			-			•			•	
Locks - Missing or Damaged Lock														
Locks - Missing or Damaged Lock				1		- 1			- 1		- '			
Mishandling of Passenger Property														
Mishandling of Passenger Property - Dam		- 1				- 1								
Property - Special Handling - Missing Items - Carry-On														
Property - Special Handling - Missing Items - Checked   1   2   1   2   1   2   2   2   2   2		1				1	4				-	4	4	
Property - Special Handling - Missing Items - Checked							1						1	
Screening											1			
Screening - Crew Member or Airline Employee		ns - Checked										1	1	
Screening - Procedures/Process	<u> </u>						1		2					
2021	· · · · · · · · · · · · · · · · · · ·	loyee							1					
Customer Service	Screening - Procedures/Process						1		1					
Expedited Passenger Screening Program   1   2	2021	1	1			2		4			6			1
Expedited Passenger Screening Program   TSA PreCheck   1   2   2   2   2   2   2   2   2   2	Customer Service					1								
Expedited Passenger Property	Customer Service - TSO					1								
Expedited Passenger Screening Program - TSA PreCheck	Expedited Passenger Screening Program							1			2			
Mishandling of Passenger Property		- TSA PreChed	k					1						
Mishandling of Passenger Property - Dam   1		1												
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked   1   1   1   1   1   1   1   1   1		1												
Patdown - Flyer			arry-on	or Checke	d						1			
Patdown - Flyer   1   1   1   1   1   1   2   1   1   1		1	u, o	0. 0000										
Persons w/ Disabilities (PWD)   Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability														
Persons w/ Disabilities (PWD) - Cognitive   /Developmental   /Mental Disability   1   1   1   1   1   1   1   1   1														
Property - Special Handling       1       1       1       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       1       2       3       2       1       2       6       1 <td< td=""><td>· , ,</td><td>   /Develonments</td><td>al /Ments</td><td>al Disabilit</td><td>./</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	· , ,	  /Develonments	al /Ments	al Disabilit	./									
Property - Special Handling - Missing Items - Checked   1		/ / Developmente	ii / IVICITIC	ii Disabilit	у			1			'			
Screening		Chaakad												
Screening - Lengthy Lines		is - Checked	- 4											
Screening - Procedures/Process			- 1			1					- 1			
Customer Service											4			
Customer Service         1           Customer Service - TSO         1           Expedited Passenger Screening Program         3         1         1         2           Expedited Passenger Screening Program         2         2         3         1         1         1         2           Expedited Passenger Screening Program         1         1         1         2         1           Patdown         1								1			1			
Customer Service - TSO       1         Expedited Passenger Screening Program       3       1       1       2         Expedited Passenger Screening Program       2       2         Expedited Passenger Screening Program       1       1       1       2         Patdown       1       1       1       1         Patdown - Flyer       1       1       1         Patdown - General       1       1       1         Property - Special Handling       1       1       1         Screening       2       2       2		3	2	1	2									1
Expedited Passenger Screening Program       3       1       1       1       2         Expedited Passenger Screening Program       2       2       2         Expedited Passenger Screening Program       1       1       1       2         Patdown       1       1       1         Patdown - Flyer       1       1         Patdown - General       1       1         Property - Special Handling       1       1         Property - Special Handling - Missing Items - Carry-On       1       1         Screening       2       2						1								
Expedited Passenger Screening Program       2         Expedited Passenger Screening Program       1       1       2         Patdown       1       1       1         Patdown - Flyer       1       1         Patdown - General       1       1         Property - Special Handling       1       1         Property - Special Handling - Missing Items - Carry-On       1       1         Screening       2       2	Customer Service - TSO					1								
Expedited Passenger Screening Program       1       1       1       2         Patdown       1       1       1         Patdown - Flyer       1       1       1         Patdown - General       1       1       1         Property - Special Handling       1       1       1         Property - Special Handling - Missing Items - Carry-On       1       2	Expedited Passenger Screening Program	3	1	1	1	2								
Patdown         1         1           Patdown - Flyer         1         1           Patdown - General         1         1           Property - Special Handling         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Screening         2         2														
Patdown - Flyer         1           Patdown - General         1           Property - Special Handling         1           Property - Special Handling - Missing Items - Carry-On         1           Screening         2	Expedited Passenger Screening Program	1	1	1	1	2								
Patdown - General 1 Property - Special Handling 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2	Patdown		1			1								
Patdown - General 1 Property - Special Handling 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2														
Property - Special Handling 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 2			1											
Property - Special Handling - Missing Items - Carry-On 1 Screening 2					1									
Screening 2		ns - Carry-On												
					·									
	Screening - Procedures/Process													

itegories	10 Oct 44			01-Jan	02-Feb	Tool - FOIA 03-Mar	04 4	OE May	06 1	07 11	00 4	00 600	Total
GPI	10-Oct 11 5	-Nov	12-Dec 1	01-Jan 6	02-Feb 2		04-Apr 1	05-May	06-Jun 4	07-Jul 4	08-Aug 7	09-Sep	Total
2019	5	3	1	1	2	4	1	3	3	1			
				1						1	1		
Civil Rights Pasial Profiling or Discrimin	l ntion										1		
Civil Rights - Racial Profiling or Discrimina Customer Service	alion										ı		
									1				
Customer Service - Others									1				
Mishandling of Passenger Property		Ob-	alcad Dana						1				
Mishandling of Passenger Property - Dam	aged/Missing III I	emsCne	ескей вадда	age					1			4	
Patdown								2				1	
Patdown - Flyer								2				1	
Persons w/ Disabilities (PWD)	Leader (Letert)									1			
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)									1			
Property - Special Handling				1				1					
Property - Special Handling - Damaged It				1									
Property - Special Handling - Missing Iten	ns - Checked							1					
Screening									1			1	
Screening - Inconsistency									1				
Screening - Procedures/Process												1	
2020	1					2	1			1			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property						2							
Mishandling of Passenger Property - Dam	aged/Missing It	emsChe	cked Bagga	age		1							
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on oi	r Checked			1							
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling							1						
Property - Special Handling - Missing Iten	ns - Checked						1						
2021	1					2			1	2	6	4	
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service	1									1	1		
Customer Service - TSO	1									1	1		
Expedited Passenger Screening Program											4	3	
Expedited Passenger Screening Program	- TSA PreChec	k									4	3	
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on oi	r Checked								1		
Patdown										1			
Patdown - Flyer as Observer										1			
Property - Special Handling						1							
Property - Special Handling - Damaged It	ems - Checked					1							
Screening						1						1	
Screening - Procedures/Process						1						1	
2022	3	3	1	5	2								
Customer Service	_	2	-										
Customer Service - TSO		2											
Expedited Passenger Screening Program	3		1	5	2								
Expedited Passenger Screening Program		on Pror	1	1									
Expedited Passenger Screening Program		i 10		4	2								
Mishandling of Passenger Property		1											
Mishahamiy of Lassenger Lioperty	l aged/Missii	1											

egories	10-Oct	11-Nov				C) Data Tool 02-Feb 03	- FOIA B-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PT	11-001	2 ·			13	13	11	04-Apr	US-IVIAY	4	10			10tai 127
2019	- 11				3	1	7	3	4	4	4			28
Civil Rights					-	•	•		1		-	1		2
Civil Rights - Age									1					1
Civil Rights - Racial Profiling or Discrimina	ation											1		1
Customer Service							2	1				1		4
Customer Service - TSO							2	1				1		4
Locks Missing or Demograd Lock								1			1			2
Locks - Missing or Damaged Lock Mishandling of Passenger Property					1		3	1	1		1	2		7
Mishandling of Passenger Property - Dama	aged/Missing	ı Items	Checked F	Rannane	-		2		1			2		5
Mishandling of Passenger Property - Disar					1		1							2
Patdown	,	,							1		1			2
Patdown - Flyer									1		1			2
Persons w/ Disabilities (PWD)								1	1					2
Persons w/ Disabilities (PWD) - Hearing In								1						1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	Wheelc	hair or Sc	ooter)					1					1
Property - Special Handling					1						2		1	4
Property - Special Handling - Damaged Ite		On									1		4	1
Property - Special Handling - Missing Item	s - Checked				1	4	0				1		1	3 5
Screening Screening - Inconsistency					1	1	1						1	2
Screening - Inconsistency Screening - Procedures/Process						1	1						1	2
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confisc	cated Items				1	'	'							1
2020	6		5	5	3	3	1			2	1	2	. 2	30
Civil Rights			_	1		1	•			_	1		_	3
Civil Rights - Age				1										1
Civil Rights - Racial Profiling or Discrimina	ation					1					1			2
Customer Service	2		1	2			1					2		8
Customer Service - TSO	2		1	2			1					2		8
Locks			1	1										2
Locks - Missing or Damaged Lock			1	1										2
Mishandling of Passenger Property	1				1	1							2	5
Mishandling of Passenger Property - Dam	rayad Itama	Cornio	n or Chao	lead	1	1							1	4
Mishandling of Passenger Property - Disar Patdown	rayed items-	Carry-o	on or Chec	kea									1	1
Patdown - Flyer			1											1
Property - Special Handling	2		1	1	2	1				1				8
Property - Special Handling - Damaged Ite					2	•				•				2
Property - Special Handling - Damaged Ite	1													1
Property - Special Handling - Missing Item	1			1						1				3
Property - Special Handling - Missing Item	s - Checke		1			1								2
Screening	1		1							1				3
Screening - Procedures/Process	1		1							1				3
2021			1	1	3	1	3	6		2	5		6	28
Civil Rights - Region Profiling or Discriming	tion							1					1	2
Civil Rights - Racial Profiling or Discrimina Customer Service	auon							2					1	3
Customer Service - TSO								2					1	3
Expedited Passenger Screening Program					1					2	3		3	9
Expedited Passenger Screening Program	- DoD										1			1
Expedited Passenger Screening Program	- TSA Applic	ation Pro	ogram										1	1
Expedited Passenger Screening Program	- TSA PreCh	eck			1					2	2		2	7
Mishandling of Passenger Property							1	2						3
Mishandling of Passenger Property - Dama								1						1
Mishandling of Passenger Property - Disar	rayed Items-	Carry-o	n or Chec	ked			1	1						2
No Jurisdiction Refer to Other					1									1
No Jurisdiction - Refer to Other Persons w/ Disabilities (PWD)				1	1			1						1
Persons w/ Disabilities (PWD) - Autism Sp	pectrum			1				1						
Persons w/ Disabilities (PWD) - Addish Sp Persons w/ Disabilities (PWD) - Medical D		ched to	th	1				1						1
					1		2				1			4
Property - Special Handling	71110													1
Property - Special Handling Property - Special Handling - Damaged Ite		On					1							4
	ems - Carry-C				1		1							1
Property - Special Handling - Damaged Ite	ems - Carry-C ems - Checke	ed			1		1				1			2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	ems - Carry-C ems - Checke	ed	1		1	1					1		1	2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process	ems - Carry-C ems - Checke s - Checked	ed	1		1	1							1	4
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process	ems - Carry-C ems - Checke	ed	1	9	4						1			4 41
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights	ems - Carry-C ems - Checke s - Checked	ed	1	9	<b>4</b> 2	1					1			4
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Age	ems - Carry-C ems - Checke s - Checked	ed	1	9	4	1					1			4 41
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns	ems - Carry-C ems - Checke s - Checked	ed 1	1 <b>5</b>	9	<b>4</b> 2	1					1			4 4 41 2 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service	ems - Carry-C ems - Checke s - Checked	1!	1 <b>5</b>	9	4 2 1 1	1					1			4 4 41 2 1 1 2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service - TSO	ems - Carry-C ems - Checke s - Checked 5	1!	1 5 1		<b>4</b> 2	1 8					1			4 4 41 2 1 1 2 2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service - TSO Expedited Passenger Screening Program	ems - Carry-C ems - Checked s - Checked 5	1 1	1 5 1	9	4 2 1 1	1					1			4 4 41 2 1 1 2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service - TSO	ems - Carry-C ems - Checked s - Checked 5	1!	1 1 1		4 2 1 1	1 8					1			4 4 41 2 1 1 2 2 2 24
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ems - Carry-Cems - Checked  5  3 - DoD - TSA Appl	1!	1 5 1 1 1 1		4 2 1 1	1 8					1			4 4 41 2 1 1 2 2 2 24
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ems - Carry-Cems - Checked  5  3 - DoD - TSA Appl	1:	1 5 1 1 1 1 1	6	4 2 1 1	8					1			4 4 41 2 1 1 2 2 2 24 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns  Customer Service Customer Service - TSO Expedited Passenger Screening Program Item Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	sems - Carry-Cems - Checked  5  3 - DoD - TSA Appl	1:	1	6	4 2 1 1	8					1			4 4 41 2 1 1 2 2 2 24 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program In Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Item Item Item Item Item Item Item Item	ems - Carry-Cems - Checked  5  3 - DoD - TSA Appl 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	6	4 2 1 1	8					1			4 4 41 2 1 1 2 2 24 1 1 22 2 1 1 1 1 1 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Mishandling of Passenger Property Mishandling of Passenger Property - Disar	ems - Carry-Cems - Checked  5  3 - DoD - TSA Appl 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	6	4 2 1 1 1 1	8 8					1			4 4 41 2 1 1 2 2 24 1 1 2 2 2 1 1 1 1 2 2 1 1 1 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesting Mishandling of Passenger Property Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD)	sems - Carry-Cems - Checked  5  3 - DoD - TSA Appl 3 c	1:	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	4 2 1 1 1 1	8					1			4 4 41 2 1 1 2 2 24 1 1 22 2 1 1 1 1 1 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesting Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis	sms - Carry-Cems - Checked  5  5  3 - DoD - TSA Appl 3 c	and Cast	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	4 2 1 1 1 1	4					1			4 4 4 4 1 2 1 1 2 2 2 4 1 1 1 2 2 1 1 1 3 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesting Mishandling of Passenger Property Mishandling of Passenger Property - Disar Persons w/ Disabilities (PWD)	sms - Carry-Cems - Checked  5  5  3 - DoD - TSA Appl 3 c	and Cast	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	4 2 1 1 1 1	8 8					1			4 4 41 2 1 1 2 2 24 1 1 2 2 2 1 1 1 1 2 2 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling			1		1								2
Property - Special Handling - Missing Iter	ms - Carry-C	)n	1										1
Property - Special Handling - Missing Iter	ms - Checke	d			1								1
Screening	2		2		1								5
Screening - Inconsistency	1												1
Screening - Procedures/Process	1		2		1								4

jories	10-Oct 11	-Nov '	12-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
В	6	3	6	7	6	1	3	5	6	5		7	
2019				1		1	3	3	2		5		
Civil Rights							1				2		
Civil Rights - Racial Profiling or Discrimina	ition						1				2		
Customer Service	tuon					1	'		1				
Customer Service - TSO						1			1				
Locks						- 1	1		- 1				
							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property	1/8 41 1 14	01					1		1				
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsChe	cked Baggag	je			1		1				
Patdown								1			1		
Patdown - Flyer								1				1	
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)				1				1					
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication a	nd Medical S	upplies				1					
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Seg	gway		1									
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ms - Checked										1		
Screening								1			1	1	
Screening - Procedures/Process								1			1	1	
2020	2	1	3	3	1			1		4	1	2	
		1	3		1					4	1	1	
Customer Service	1												
Customer Service - TSO	1											1	
Mishandling of Passenger Property			1	2						1			
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsC	1	2						1			
Patdown	1	1	1	1	1								
Patdown - Flyer	1	1	1	1	1								
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Hearing In	npairment									1			
Property - Special Handling								1		2			
Property - Special Handling - Damaged Ite	ms - Carry-On									1			
Property - Special Handling - Damaged Ite								1		1			
Screening Screening	ino Onconou		1					'		'	1	1	
Screening - Lengthy Lines			- '								1	- '	
			4								1	4	
Screening - Procedures/Process			1									1	
2021	1							1	4	1	4		
Customer Service	1							1				1	
Customer Service - TSO	1							1				1	
Expedited Passenger Screening Program									3		4	1	
Expedited Passenger Screening Program	<ul> <li>TSA Application</li> </ul>	on Progra	m								1		
Expedited Passenger Screening Program	- TSA PreChecl	k							3		3	1	
Identification (ID) Requirements									1			1	
Identification (ID) Requirements - Domesti	С											1	
Identification (ID) Requirements - Real ID									1				
Patdown										1			
Patdown - Flyer										1			
2022	3	2	3	3	5					'			
	3	1	J	J	ð								
Civil Rights													
Civil Rights - Age		1											
Customer Service	1				1								
Customer Service - TSO	1				1								
Expedited Passenger Screening Program	2	1	2	2	3								
Expedited Passenger Screening Program	- TSA Application	on Proç	1										
Expedited Passenger Screening Program	2	1	1	2	3								
Locks			1										
Locks - Missing or Damaged Lock			1										
Property - Special Handling					1								
Property - Special Handling - Damaged Ite	ms - Chacked				1								
Screening	ins - Checked			4	ı								

			I SA COIILA	ct Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI				3			1	4	1				9
2019								1	1				2
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling									1				1
Property - Special Handling - Missing Itel	ms - Carry-O	n							1				1
2020				2									2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discriming	nation			1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021							1	3					4
Customer Service							1						1
Customer Service - TSO							1						1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Internal I	Medical Devi	ices						2					2
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	n - TSA PreC	heck		1									1

Nata manila a	10.5			ct Center (									
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK	3	2	4	_	6	1	_	-	_	6		-	50
2019				3			1	1	3	3	1	2	14
Customer Service										1			1
Customer Service - TSO										1			1
Locks				1			1						2
Locks - Missing or Damaged Lock				1			1						2
Mishandling of Passenger Property				1				1	1			2	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Ba	•				1	1			2	
Property - Special Handling				1					1	2			
Property - Special Handling - Damaged Ite		ed								1			
Property - Special Handling - Missing Item	ns - Checked			1					1	1			
Screening									1				
Screening - Procedures/Process									1				
2020	1	2	1	1	1	1					1	2	10
Civil Rights											1		
Civil Rights - Constitutional Rights											1		
Mishandling of Passenger Property	1	1				1						1	4
Mishandling of Passenger Property - Dam		1				1						1	3
Mishandling of Passenger Property - Disa	1												•
Property - Special Handling		1		1								1	
Property - Special Handling - Damaged Ite		ed		1									•
Property - Special Handling - Missing Item	ns - Checke	1										1	2
Screening			1		1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1										1
2021	2		1	2	3		2	3	3	3		3	22
Claims			1										1
Claims - General			1										1
Customer Service	1			1	1		1	1		1		1	7
Customer Service - TSO	1			1	1		1	1		1		1	7
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program	- TSA PreCh	eck							1	1			2
Mishandling of Passenger Property	1			1				1				1	4
Mishandling of Passenger Property - Dam	1			1				1				1	4
Patdown								1					1
Patdown - Flyer as Observer								1					1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sh	arp Objec	ts						1				1
Property - Special Handling					1		1						2
Property - Special Handling - Damaged Ite	ems - Checke	ed			1								1
Property - Special Handling - Missing Item	ns - Checked						1						1
Screening					1				1	1		1	4
Screening - Procedures/Process					1				1	1		1	4
2022			2		2								4
Expedited Passenger Screening Program			2		2								4
Expedited Passenger Screening Program	- TSA PreCh	eck	2		2								

Catamarias	10.0.1			ct Center (T	-								
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	17	21	25		28	19	19	19	15	31	19	32	274
2019				5	1	7	12	11	9	13	6	13	77
Civil Rights									1	1		1	3
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder								1		1	2
Customer Service							3	2			1	1	7
Customer Service - TSO							3	2			1	1	7
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property				3		1	4	3	4	1	1	5	22
Mishandling of Passenger Property - Dam	  agod/Missing	Itoma (	Corny on Lui			- '	4	3	1	- 1	- 1	3	
						4	4	2			4	0	1
Mishandling of Passenger Property - Dam						1	4	3	3		1	2	16
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	1						1		3	5
Patdown							1	1	1	3	1	2	9
Patdown - Flyer							1	1	1	3	1	2	9
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	reast Ca	ancer			1							1
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Men	tal Disabilit	V		1							1
Persons w/ Disabilities (PWD) - Diabetes				,						1			1
Persons w/ Disabilities (PWD) - Medically		edicatio	n and Medic	cal Sunnlies						1			1
Persons w/ Disabilities (PWD) - Touch Av			ii ana moan	осп острисо						1	1		2
	ersiori (pairi/ii I	auma)		1	1	2	2			1	1	3	
Property - Special Handling	Observice.			- 1	1			5		- 1	1		16
Property - Special Handling - Damaged Ite		a			1			2			1	3	7
Property - Special Handling - Missing Item								1					1
Property - Special Handling - Missing Item	ns - Checked			1		2	2	2		1			8
Screening						2	2		3	3	1		11
Screening - Inconsistency							1		1	1			3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process						1	1		2	1	1		6
2020	9	8	3 12	2 13	6	6	2	2	3	7	3	8	79
Civil Rights	1		, , , ,		1			1	•	•	•		3
Civil Rights - National Origin	1							- '					1
					4			4					
Civil Rights - Racial Profiling or Discrimina					1			1					2
Customer Service	1		2	2	2					2		1	10
Customer Service - TSO	1	2	2	2	2					2		1	10
Locks			1			1				1			3
Locks - Missing or Damaged Lock			1			1				1			3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4		1 5	5 6	1		1			2	2	1	26
Mishandling of Passenger Property - Dam			2 5		1		1			2		1	24
Mishandling of Passenger Property - Disa			2	, 0			'						2
	liayed itelli			1									
Patdown			1										2
Patdown - Children				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)						2		1	1		1		5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	ched to t	he Body						1				1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatio	n and Medic	cal Supplies		1					1		2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1							1
Property - Special Handling	3	2	2 3	3	2		1		1	2		2	19
Property - Special Handling - Damaged Ite	ems - Carrv-O	n	1	1									2
Property - Special Handling - Damaged Ite		1	1										3
Property - Special Handling - Missing Item										1			2
Property - Special Handling - Missing Item		1	 l 1	2	2		1		1	1		2	12
Screening	'		1			3	ı		1	- 1		4	
						3			I			4	10
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process	_					3			1			4	8
2021	1	:	3 1		3	6	5	6	3	11	10	11	60
Civil Rights										1	1	2	4
Civil Rights - Racial Profiling or Discrimina											1	2	3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder								1			1
Customer Service		1	l 1		1				1	4	1		9
Customer Service - TSO		1	l 1		1				1	4	1		9
Expedited Passenger Screening Program							3	1	2	3	7	6	22
Expedited Passenger Screening Program	- TSA Applica	ation Pro	gram				1				1		2
Expedited Passenger Screening Program			3				2	1	2	3	6	6	20
Identification (ID) Requirements						1				-			1
	 					1							1
Identification (ID) Requirements - Domest						- 1							
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1				2		3		1			7
Mishandling of Passenger Property - Dam	aged/Missing	Items(	Carry-on Lu	ggage				1					1
Mishandling of Passenger Property - Dam	aged/Missii	1				1		2		1			5
Mishandling of Passenger Property - Disa		Carry-o	n or Checke	ed		1							1
No Jurisdiction	1				1								1
No Jurisdiction - Refer to Other					1								1
Patdown					1					1		1	2
Patdown - Flyer as Observer										- 1		1	1
												1	
Patdown - Non-Flyer								_		1			1
Property - Special Handling	L	1				2	1	2		1		1	8
Property - Special Handling - Damaged Ite								1		1			2
Property - Special Handling - Damaged Ite	ems - Checl	1						1				1	3
Property - Special Handling - Missing Item	ns - Carry-On					1	1						2
Property - Special Handling - Missing Item						1							1

			ISA Contac	ct Center (	ICC) Data	1001 - FOIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening					1	1	1				1	1	
Screening - Crew Member or Airline Emp	loyee				1								
Screening - Inconsistency												1	
Screening - Procedures/Process						1	1				1		
2022	7	10	12	11	18								
Civil Rights			1		1								
Civil Rights - Racial Profiling or Discrimin	ation		1		1								
Customer Service		3											
Customer Service - TSO		3											
Expedited Passenger Screening Program	5	7	10	10	13								
Expedited Passenger Screening Program	1				1								
Expedited Passenger Screening Program	4	7	10	10	12								
Mishandling of Passenger Property	1				1								
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage	1								
Mishandling of Passenger Property - Dam	1												
Patdown	1				2								
Patdown - Flyer	1				2								
Persons w/ Disabilities (PWD)			1	1	1								
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts			1								
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)	1										
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1									

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN	1		1				1					2	5
2019												2	2
Property - Special Handling												2	2
Property - Special Handling - Damaged It	ems - Chec	ked										1	1
Property - Special Handling - Missing Iter	ns - Checke	d										1	1
2020	1		1										2
Property - Special Handling	1		1										2
Property - Special Handling - Missing Iter	ns - Carry-C	n	1										1
Property - Special Handling - Missing Iter	1												1
2021							1						1
Screening							1						1
Screening - Inconsistency							1						1

gories	10-Oct	11-Nov				C) Data Too 2-Feb (	)3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-505	Total
io io	10-Oct 16	11-Nov 2		c U1-J 22	an u 13	2-reb ( 21	15 1VI ar	04-Apr 10	05-May 7	06-Jun 24	07-Jul 11	08-Aug 12	09-Sep 10	1 otai 182
2019	70	2		44	13	21 1	15 4	10 5	6	9	3	12 7		
Advanced Imaging Technology (AIT)					1	1	4	5	1	9	3	- 1	ď	44
Advanced Imaging Technology (AIT) - Fly Advanced Imaging Technology (AIT) - Fly	er.								1					1
Civil Rights	ei ei								1					1
Civil Rights - Racial Profiling or Discrimina	I ation								1					1
Customer Service					1	1	1	3	'	2	2	2	2	14
Customer Service - Others					- '	- 1	- 1	3			1	2		3
Customer Service - Others  Customer Service - TSO					1	1	1	3		2	1		2	
					- 1	1	1	3		1	1			11
Locks														1
Locks - Missing or Damaged Lock										1				1
Mishandling of Passenger Property	1/0.4:		01 1 15				1	1		1			1	4
Mishandling of Passenger Property - Dam	naged/Missing i	Items	Checked E	Baggage			1	1		1			1	4
Patdown							1	1	1	1			1	5
Patdown - Flyer							1	1	1	1			1	5
Persons w/ Disabilities (PWD)										1		2		4
Persons w/ Disabilities (PWD) - Internal M													1	1
Persons w/ Disabilities (PWD) - Medically					plies							1		1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheeld	hair or Sc	ooter)						1				1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)										1		1
Property - Special Handling							1		3			1	2	7
Property - Special Handling - Damaged Ite	ems - Carry-C	)n							1					1
Property - Special Handling - Damaged Ite							1		2				1	4
Property - Special Handling - Missing Item												1	1	2
Screening Screening										3	1	2	1	7
Screening - Inconsistency													1	1
Screening - Inconsistency Screening - Lengthy Lines											1		1	1
Screening - Procedures/Process										3		1		4
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confise	L cated Items									3		1		1
2020		1	n	6	4	8	6	2		5	2			49
	6	1	U	U	4	1	О	2		5	2			
Advanced Imaging Technology (AIT)	l cr					- '								1
Advanced Imaging Technology (AIT) - Fly			4			1								1
Civil Rights Regist Profiling or Discrimin	1		1			1	1							4
Civil Rights - Racial Profiling or Discrimina	1		1			1	1							4
Customer Service			1	1	1	2		1			1			7
Customer Service - TSO			1	1	1	2		1			1			7
Locks	1		1		1		1			1	1			6
Locks - Missing or Damaged Lock	1		1		1		1			1	1			6
Lost and Found	1													1
Lost and Found - Airport/TSA	1													1
Mishandling of Passenger Property			2		1	1	1			1				6
Mishandling of Passenger Property - Dam			2		1		1							4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-c	on or Chec	ked		1				1				2
Patdown	1		1			1								3
Patdown - Children			1											1
Patdown - Flyer	1					1								2
Persons w/ Disabilities (PWD)			2				2							4
Persons w/ Disabilities (PWD) - Diabetes							1							1
Persons w/ Disabilities (PWD) - Hearing I			1											1
Persons w/ Disabilities (PWD) - Mobility D			1				1							2
Property - Special Handling			2	1		1	1	1		2				8
Property - Special Handling - Damaged Ite	I ems - Checke		_				1	1		1				3
Property - Special Handling - Missing Item			1			1								2
Property - Special Handling - Missing Item			1	1		- 1				1				3
Screening			1	4	4	4				1				
•	2			1	1	1				1				9
Screening - Lengthy Lines	_				A	A								1
Screening - Procedures/Process	2			3	1	1	_	_		1	-	_		8
2021	2		1	3	1		5	3	1	10	6	5	2	39
Customer Service			1		1		1			1	3			7
Customer Service - TSO			1		1		1			1	3			7
Expedited Passenger Screening Program									1	2		4		8
Expedited Passenger Screening Program												1		1
Expedited Passenger Screening Program			ogram										1	1
Expedited Passenger Screening Program	- TSA PreCh	eck							1	2		3		6
Identification (ID) Requirements										1				1
Identification (ID) Requirements - Domest	ic									1				1
Locks										1				1
Locks - Missing or Damaged Lock										1				1
Mishandling of Passenger Property	1			3			1	1		1			1	8
Mishandling of Passenger Property - Dam	1			3			1	1		1			1	8
Patdown							2				1			3
Patdown - Flyer							2							2
Patdown - Non-Flyer											1			1
Persons w/ Disabilities (PWD)										1	1			2
Persons w/ Disabilities (PWD) - Prosthesi	i is/Amoutees a	and Cast	ts							1	1			2
Prohibited & Permitted Items		543								'		1		1
Prohibited & Permitted Items - Food/Beve	rages											1		1
Property - Special Handling	nagos							2		2		1		4
Property - Special Handling - Damaged Ite	ome Corne	)n								2				
								1						1
		u						1		2				3
Property - Special Handling - Damaged Ite							1			1	1			4
Screening	1													1
Screening Screening - Inconsistency	I						1							-
Screening Screening - Inconsistency Screening - Procedures/Process							1			1	1			2
Screening Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	1						1			1	1			1
Screening Screening - Inconsistency Screening - Procedures/Process		1	0	13	7	12	1			1	1			

			SA CUIILA	r center (	rcc) Data	1001 - 1012	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Customer Service	2		1										3
Customer Service - TSO	2		1										3
Expedited Passenger Screening Program	5	7	7	6	8								33
Expedited Passenger Screening Program	1	2											3
Expedited Passenger Screening Program	4	5	7	6	8								30
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domest	ic		1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	iaged/Missii	1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal M	Iedical Devi	ces	1										1
Property - Special Handling	1	2	3	1	2								9
Property - Special Handling - Damaged Ite	1	1	1	1	2								6
Property - Special Handling - Damaged Ite	ems - Check	ced	2										2
Property - Special Handling - Missing Item	ns - Checke	1											1
Screening					1								1
Screening - Lengthy Lines					1								1

					C) Data Tool								
tegories	1	1-Nov 12-[						05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	23	21	26	28	29	7	8	9	23	11	18	23	226
2019				6	8	4	6	6	8	4	6	10	58
Civil Rights											1	1	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Transgender Screening											1		1
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Locks				1	1		2		1		1		6
Locks - Missing or Damaged Lock				1	1		2		1		1		6
Mishandling of Passenger Property				1	1	2	4	3	1	1	1	3	17
Mishandling of Passenger Property - Dam	l naged/Missing It	tems Chacka	d Bar	1	1	1	4	2	1	1	1	2	14
Mishandling of Passenger Property - Disa				- 1	ı	1	4	1	1	'		1	
	irrayed itemsC	arry-on or on	lecked										3
Patdown					1	1		1		1	1	2	7
Patdown - Flyer					1	1		1		1	1	1	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)					1			1	2				4
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	Vheelchair or	Scooter)						1				1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates				1								1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway						1	1				
Property - Special Handling		5 ,		3	4	1		1	3	1	1	3	1
Property - Special Handling - Damaged Ite	eme - Carry-On				•	•			1				
				2	1				'				
Property - Special Handling - Damaged Ite				2	1								
Property - Special Handling - Missing Item								1	1		1		
Property - Special Handling - Missing Item	ns - Checked			1	3	1			1	1		3	1
Screening				1								1	
Screening - Procedures/Process				1								1	
2020	6	3	15	5	4	1			6	2	5	7	5
Advanced Imaging Technology (AIT)	_	-		1	-	•				_		•	
	l ver			1									
Advanced Imaging Technology (AIT) - Fly	 	4		- 1									
Civil Rights		1										1	
Civil Rights - National Origin												1	
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											
Customer Service	1		2						2		1		(
Customer Service - TSO	1		2						2		1		(
Locks												1	
Locks - Missing or Damaged Lock												1	
			0	0	4				1				
Mishandling of Passenger Property	1/8/45 1		2	2	1						2	2	1(
Mishandling of Passenger Property - Dam			2	2	1				1		1	2	!
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on or Ch	ecked								1		
Patdown	3		3	1	2								!
Patdown - Flyer	3		3	1	2								
Persons w/ Disabilities (PWD)			3			1							
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Hearing I	mnairment		1										
Persons w/ Disabilities (PWD) - Medically		dication	1										
Persons w/ Disabilities (PWD) - Wheelcha			1										
	aii/ 3000tei/ 3e	gway							4	4		4	
Property - Special Handling	1		3						1	1	1	1	3
Property - Special Handling - Damaged Ite													
Property - Special Handling - Damaged Ite			1						1		1	1	4
Property - Special Handling - Missing Item	ns - Checked		2							1			
Screening	1	2	2	1	1				2	1	1	2	10
Screening - Procedures/Process	1	2	2	1	1				2	1	1	2	1;
2021	2	3		1	3	2	2	3	9	5	7	6	43
Airline	-			•	•				1			•	
									1				
Airline - Policy/Regulations/Service													
Customer Service		1							2	1	1	1	(
Customer Service - Others												1	
Customer Service - TSO		1							2	1	1		
Expedited Passenger Screening Program						1	2	1	2	2	2		10
Expedited Passenger Screening Program	- TSA Applicat	ion Program					1		1				
Expedited Passenger Screening Program						1	1	1	1	2	2		
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domest	ic											1	
Locks	 I				1							1	
Locks - Missing or Damaged Lock					1							1	
Mishandling of Passenger Property	1			1		1			1				4
Mishandling of Passenger Property - Dam	naged/Missing I	temsChecke	d Baggage			1			1				
Mishandling of Passenger Property - Disa			-	1									
No Jurisdiction										1			
No Jurisdiction - Refer to Other										1			
Patdown								1	1	- '	2		4
Patdown - Flyer								1	1		2		4
Property - Special Handling	1	2						1	1		2	1	
Property - Special Handling - Damaged Ite											1		
Property - Special Handling - Damaged Ite	ems - Checl	1										1	
Property - Special Handling - Missing Item	ns - Carry-On							1					
Property - Special Handling - Missing Item		1							1		1		4
Screening		•			2				1	1		2	
<u> </u>										1			
Screening - Procedures/Process			4.4		2				1	1		2	-
2022	15	15	11	16	14								71
Additional Information Required/Insufficient Info					1								1
Additional Information Required/Insufficier	nt Information -	EMAIL ONLY			1								
Civil Rights				1	1								2
Civil Rights - National Origin					1								-
Civil Rights - Racial Profiling or Discrimina	ation			1	•								
Customer Service	1			2									
Justomer Jervice	L												3

			ISA Conta	ct Center (	(CC) Data	001 - FUIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others				1									1
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	12	14	9	11	12								58
Expedited Passenger Screening Program	- TSA Appl	2		1	1								4
Expedited Passenger Screening Program	12	12	9	10	11								54
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1										1
Property - Special Handling	1			1									2
Property - Special Handling - Missing Item	1			1									2
Screening	1			1									2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GST				1						1	1		3
2019										1	1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsU	nspecified I	uggage						1			1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	Check		1									1

Categories	10-Oct	11-Nov	12-D		-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	3	2		5	7	3	03-iviai 1	2			3		2	35
2019	3			3	1	1	1		2		2		2	9
Locks					•	•	•			•	1	•		1
Locks - Missing or Damaged Lock											1			1
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Che	ecked						1				
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Diabetes						1								
Property - Special Handling					1				2					
Property - Special Handling - Damaged Ite	ems - Check	ed							1					
Property - Special Handling - Missing Item					1				1					
Screening							1				1	1		
Screening - Procedures/Process							1				1	1		;
2020	1	1		3	3								1	
Customer Service					1									
Customer Service - TSO					1									
Locks		1												
Locks - Missing or Damaged Lock		1												
Mishandling of Passenger Property				1	2									
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC		1	2									
Property - Special Handling				1									1	
Property - Special Handling - Damaged Ite	ems - Check	ed		1										
Property - Special Handling - Missing Item	s - Checked												1	
Screening	1			1										
Screening - Inconsistency	1													
Screening - Procedures/Process				1										
2021				1				2	2	1	1		1	
Customer Service								1	1					
Customer Service - TSO								1	1					
Expedited Passenger Screening Program													1	
Expedited Passenger Screening Program	- TSA PreCl	heck											1	
Persons w/ Disabilities (PWD)				1				1						
Persons w/ Disabilities (PWD) - Medically				ledical Su	pplies			1						
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	1	1										
Screening									1	1	1			
Screening - Inconsistency										1				
Screening - Procedures/Process									1		1			
2022	2	1		1	3	2								
Expedited Passenger Screening Program	1	1			3	1								
Expedited Passenger Screening Program	1	1			3	1								
No Jurisdiction				1										
No Jurisdiction - Refer to Other				1										
Patdown	1													
Patdown - Flyer	1													
Screening						1								
Screening - Procedures/Process						1								1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	ΓοοΙ - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR	10 001	4	3		1				4	3			34
2019		-	•	3	•	1	•	3	1	1			12
Customer Service				•		1		•	•		_	•	1
Customer Service - TSO						1							1
Mishandling of Passenger Property				3		<u> </u>		3		1		1	
Mishandling of Passenger Property - Dam	l naned/Missir	na ItemsC	hecked Bar	_				3		1		'	6
Mishandling of Passenger Property - Disa								3		'		1	2
Screening	linayed item	3Oarry-Orr	OI OIICCIC						1		2		3
Screening - Procedures/Process									1		2		3
2020		2	1			1			- 1			2	6
Civil Rights			'			'						1	1
Civil Rights - Racial Profiling or Discrimin	otion											1	1
Mishandling of Passenger Property	auon					1						1	
Mishandling of Passenger Property - Dam	l nagod/Missi	ag Itoma C	hooked Bar	10000		- 1						1	
Mishandling of Passenger Property - Disa						4						1	
Persons w/ Disabilities (PWD)	irrayed itemi I	SCarry-on	or Checker	1		1							
	-i=/ C4-=		1										1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/		1										
Property - Special Handling	01 1	2											
Property - Special Handling - Missing Iten	ns - Checke												2
2021		1	1	1			1	2	3	2	1	1	13
Claims			1										1
Claims - General			1										
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	•
Mishandling of Passenger Property				1			1	1					
Mishandling of Passenger Property - Dam							1						2
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d				1					
Property - Special Handling		1							2	1			4
Property - Special Handling - Damaged It	ems - Checl	1								1			2
Property - Special Handling - Missing Iten	ns - Carry-O	n							2				2
Screening								1		1			2
Screening - Lengthy Lines								1					
Screening - Procedures/Process										1			
2022		1	1		1								3
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ı ns - Checke	d	1										1

			ISA Conta	ct Center (	ICC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC				1	2				2	1	1		7
2019									1	1	1		3
Human Capital									1				1
Human Capital - Prospective Employmen	nt with TSA								1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Bag	ggage						1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged I	tems - Check	red									1		1
2021				1	1				1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Screening					1								1
Screening - Lengthy Lines					1								1
2022					1								1
Patdown					1								1
Patdown - Flyer					1								1

						CC) Data									
ategories	10-Oct '	11-Nov	12-De	C	01-Jan	02-Feb	03-Mar	04-Apr	05-M	ay	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM		2		1	5	5	7		3	1	3		1	5	33
2019					1	2	4	. 1	1		2		1	4	15
Civil Rights						1									
Civil Rights - Racial Profiling or Discriminal	ition					1									
Customer Service													1	1	2
Customer Service - TSO													1	1	2
Identification (ID) Requirements														1	1
Identification (ID) Requirements - Domestic	С													1	1
Mishandling of Passenger Property							1				2			2	5
Mishandling of Passenger Property - Dama	aged/Missing	ItemsC	arry-on	Lugg	age						1				
Mishandling of Passenger Property - Dama	aged/Missing	ItemsC	hecked	Bagg	age		1				1			1	
Mishandling of Passenger Property - Disarr	rayed Items	Carry-on	or Ched	cked										1	
Property - Special Handling					1	1	2	1	1						5
Property - Special Handling - Damaged Itel	ms - Carry-O	n					1								
Property - Special Handling - Damaged Itel	ms - Checked	d			1										
Property - Special Handling - Missing Items	s - Carry-On					1									
Property - Special Handling - Missing Items	s - Checked						1	1	1						
Screening							1								
Screening - Lengthy Lines							1								
2020		1		1	1	1	2	. 1	1		1				1
Mishandling of Passenger Property		1		1			2	1	1						į.
Mishandling of Passenger Property - Dama	aged/Missii	1						1	1						2
Mishandling of Passenger Property - Disarr	rayed Items	Carry-on		1			2								;
Property - Special Handling					1	1					1				;
Property - Special Handling - Damaged Itel	ms - Carry-O	n			1										
Property - Special Handling - Missing Items	s - Checked					1					1				
2021		1					1	1	1	1				1	
Expedited Passenger Screening Program														1	
Expedited Passenger Screening Program -	- TSA PreChe	eck												1	
Locks		1					1								
Locks - Missing or Damaged Lock		1					1								
Property - Special Handling										1					
Property - Special Handling - Missing Items	s - Checked									1					
Screening								1	1						
Screening - Procedures/Process								1	1						
2022					3	2									
Expedited Passenger Screening Program					3	2									5
Expedited Passenger Screening Program -	- TSA PreChe	eck			3	2									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1	6	3	7	4	1							2:
2019				1									
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	1									
2020		1		2									
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											
Property - Special Handling				1									
Property - Special Handling - Missing Iten	ns - Checke	d		1									
Screening				1									
Screening - Procedures/Process				1									
2021	1				2	1							
Customer Service						1							
Customer Service - TSO						1							
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	heck			1								
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility [	1												
Screening					1								
Screening - Procedures/Process					1								
2022		5	3	4	2								1
Expedited Passenger Screening Program		2	1	3	1								
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram		1								
Expedited Passenger Screening Program	- TSA PreC	2	1	3									
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property		2											
Mishandling of Passenger Property - Dam	naged/Missi	2											
Notice of Violation/Civil Penalties		1											
Notice of Violation/Civil Penalties - Gener	al	1											
Property - Special Handling			1										
Property - Special Handling - Missing Iten	ns - Carry-C	n	1										
Screening				1	1								
Screening - Inconsistency				1									
Screening - Retrieving Abandoned/Confis	cated Items				1								

itegories	10-Oct	11-Nov	12-Dec	oct Center (T	02-Feb	03-Mar	04-Apr	OF Mor:	06 1	07 1	00 A	00 Cor	Total
<u> </u>			12-Dec			U3-IVIAF		05-May	06-Jun	07-Jul -	08-Aug	09-Sep	Total
HGR	3	1		2	4		1	1	_	7		2	2
2019				1					1	2			
Customer Service										1			
Customer Service - TSO										1			
Locks									1				
Locks - Missing or Damaged Lock									1				
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	er Equipme	ent							1			
Screening				1									
Screening - Procedures/Process				1									
2020	2	1			1		1			1			
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Human Capital							1						
Human Capital - Prospective Employment	with TSA						1						
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missir	1											
Property - Special Handling	3				1								
Property - Special Handling - Missing Item	ıs - Checked				1								
Screening	1									1			
Screening - Procedures/Process	1									1			
2021					1			1	1	4		2	
Identification (ID) Requirements					1				- '				
Identification (ID) Requirements - Domesti					1								
Locks	lC				- 1							1	
												1	
Locks - Missing or Damaged Lock										4		1	
Mishandling of Passenger Property		_	01 1							1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	ed						1			
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disabilit	У						1			
Property - Special Handling									1	1		1	
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item	s - Checked									1			
Screening								1					
Screening - Procedures/Process								1					
2022	1			1	2								
Expedited Passenger Screening Program					2								
Expedited Passenger Screening Program	- TSA PreCh	neck			2								
Property - Special Handling				1									
Property - Special Handling - Missing Item	ns - Checked			1									
Screening	1												
Screening - Procedures/Process	1												

			ISA Conta	ct Center (	ICC) Data	1001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HIB	1	2	2	1			2	1	1	3	;	1	1-
2019							2	1	1	3	3	1	
Locks							1			1			
Locks - Missing or Damaged Lock							1			1			
Mishandling of Passenger Property							1	1	1				
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	hecked Ba	ggage				1	1				
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d			1						
Property - Special Handling										2	)	1	
Property - Special Handling - Damaged I	Items - Check	ked										1	
Property - Special Handling - Missing Ite	ms - Checke	d								2	2		
2020		1	1										
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dar	maged/Missir	1	1										
2022	1	1	1	1									
Customer Service	1												
Customer Service - Others	1												
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	n - TSA PreC	1											
Locks				1									
Locks - Missing or Damaged Lock				1									
Screening			1										
Screening - Procedures/Process			1										

Catagorias	40.0=					CC) Data			OF Marin	00 1	07 1	00 4	00 0	Tata'
Categories	10-Oct	11-Nov		-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN		3		5	5	-	2	-	2	_	1	8	6	40
2019						2				1	1	3	2	11
Customer Service							1					2		
Customer Service - TSO							1					2		
Mishandling of Passenger Property	1/8 4: 1	14	N I.			2				1	1		1	
Mishandling of Passenger Property - Dar		-				2					1		1	4
Mishandling of Passenger Property - Disa	arrayed item:	sCarry-or	or C	пескеа						1				
Property - Special Handling													1	
Property - Special Handling - Missing Itel	ns - Checke	a											1	
Screening							1					1		
Screening - Inconsistency							1							
Screening - Procedures/Process												1		
2020				3	2	2			1			1	1	10
Customer Service				1										
Customer Service - TSO				1										
Mishandling of Passenger Property						1								
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	heck	ed Bagg		1								
Patdown					1	1								
Patdown - Children					1									
Patdown - Flyer as Observer						1								
Persons w/ Disabilities (PWD)				1	1								1	
Persons w/ Disabilities (PWD) - Cancer (					1									
Persons w/ Disabilities (PWD) - Cognitive			tal Dis	sability									1	
Persons w/ Disabilities (PWD) - Touch A	version (pain	/trauma)		1										
Screening				1					1			1		
Screening - Inconsistency												1		
Screening - Procedures/Process				1					1					
2021								1	1	1		4	3	1
Expedited Passenger Screening Program										1		2	2	
Expedited Passenger Screening Progran	ı - TSA Appli	ication Pro	gram							1				
Expedited Passenger Screening Progran	- TSA PreC	heck										2	2	
Hazardous Materials Safety								1						
Hazardous Materials Safety - General								1						
Patdown												1		
Patdown - Flyer												1		
Screening									1			1	1	
Screening - Inconsistency													1	
Screening - Procedures/Process									1			1		
2022		3		2	3	1								
Expedited Passenger Screening Program		1		2	1	1								
Expedited Passenger Screening Progran	- TSA PreC	1		2	1	1								
Patdown		1												
Patdown - Flyer		1												
Persons w/ Disabilities (PWD)					1									
Persons w/ Disabilities (PWD) - Mobility	Disability (No	ot Wheelch	air or	Scoot	1									
Screening		1			1									
Screening - Procedures/Process		1			1									

Categories	10-Oct		TSA Contac					OF Mov	06 1	07 1	00 4	00 Con	Total
HNL	95	11-Nov 124	12-Dec	01-Jan 173	02-Feb 181	03-Mar 83	04-Apr 55	05-May 86	06-Jun 91	07-Jul 101	08-Aug 110	09-Sep 91	Total 1,319
2019	90	124	129	42	45		36	62	48	40			417
Civil Rights				1	1	1	30	1	1	1	1	2	9
Civil Rights - Constitutional Rights								'			1		1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimina	ı ation			1	1				1	1		1	5
Civil Rights - Sex/Gender/Gender Identity		nder						1				1	2
Customer Service	l j			9	6	6	3	13	10	6	8	6	67
Customer Service - Others								2	1	2			5
Customer Service - TSO				9	6	6	3	11	9	4	8	6	62
Locks				2	6	2	2	4	2	5	1	2	26
Locks - Missing or Damaged Lock				2	6	2	2	4	2	5	1	2	26
Lost and Found				1		1	3	1		1	3		12
Lost and Found - Airport/TSA				1		1	3	1		1	3	2	12
Mishandling of Passenger Property				10	17	9	12	15	10	12	16	13	114
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	gage	1		1					1	3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Bag	9	10	9	8	11	8	12	13	11	91
Mishandling of Passenger Property - Dam	aged/Missing	ItemsU	nspecified L	uggage			1	1					2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checker	1	6		2	3	2		3	1	18
Patdown					1	1	3	4		1	1	1	12
Patdown - Flyer					1	1	2	3		1	1	1	10
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				2	1	3	1		3	1	2	6	19
Persons w/ Disabilities (PWD) - Cancer (g	general) Not E	reast Car	ncer									1	1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes						2					1		3
Persons w/ Disabilities (PWD) - General						1					1		2
Persons w/ Disabilities (PWD) - Medically		<b>1</b> edication	and Medica	al Supplies	1				1				2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1		1	2
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not	Wheelch	air or Scoot	1					2				3
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Casts										1	1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)					1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway										2	2
Persons w/ Disabilities (PWD) - Wounded	Warrior											1	1
Property - Special Handling				15	8	12	3	14	13	6	11	9	91
Property - Special Handling - Damaged It	ems - Carry-C	)n			1		1	1	1			1	5
Property - Special Handling - Damaged It		d		3	2	1	1	3	2	2	5	4	23
Property - Special Handling - Missing Iten				2	1	5	1	3	3	1	1		17
Property - Special Handling - Missing Iten	ns - Checked			10	4	6		7	7	3	5	4	46
Request for Assistance					1				1				2
Request for Assistance - Other					1				1				2
Screening				2	4	10	9	10	8	7	10	5	65
Screening - Crew Member or Airline Empl	oyee				1								1
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines				1			3	5	3	3			20
Screening - Procedures/Process				1	3	10	5	4	5	4	7	2	41
Screening - Retrieving Abandoned/Confis							1		_			_	1
2020	47	53	37	53	36	24	7	3	7	11	10	4	292
Civil Rights - Regist Profiling or Discrimin	2	1	2	3									8
Civil Rights - Racial Profiling or Discrimina		l .	2	1									
Civil Rights - Sex/Gender/Gender Identity  Customer Service	- Not Transge	fidei 5	6	7	7	4	3	1	2	2	1	1	49
Customer Service - Others	10	5	0	1	1	4	3	1		1	1	- 1	49
Customer Service - TSO	10	5	6	6	6	4	3	1	2	1	1	1	45
Locks	7	7		9	5		3	1		- 1		- 1	35
Locks - Missing or Damaged Lock	7	7		9	5								35
Lost and Found	4	- 1	3	1	5	4							5
Lost and Found - Airport/TSA	4			1									5
Mishandling of Passenger Property	13	19	10	16	10	8	1		2	3	2	2	86
Mishandling of Passenger Property - Dam	3	2	10	10	10	U	1			3			7
Mishandling of Passenger Property - Dam		14	7	13	8	7	1		2	1	2	2	
Mishandling of Passenger Property - Dam		1		10	0	,							1
Mishandling of Passenger Property - Disa		2	2	2	2	1				2			12
Patdown	·	2			2		1						5
Patdown - Flyer		2			2		1						5
Persons w/ Disabilities (PWD)		2		2	2					1			9
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1					1			2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											1
Persons w/ Disabilities (PWD) - Metal Imp		1		1									2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway	2	1									3
Property - Special Handling	7	10	9	10	7	3	2		2	3	5	1	59
Property - Special Handling - Damaged It	ems - Carry-C	n			1								1
Property - Special Handling - Damaged It		2	3		1		1		1	2	2	1	18
Property - Special Handling - Missing Iten		1		1	2								5
Property - Special Handling - Missing Iten	2	7	6	9	3	2	1		1	1	3		35
Request for Assistance			1			1							2
Request for Assistance - Other			1			1							2
Screening	4	7	4	5	3	4		2	1	2	2		34
Screening - Inconsistency											1		1
Screening - Lengthy Lines	2	3			2								7
Screening - Procedures/Process	2	4		4	1	4		2	1	2	1		23
Screening - Retrieving Abandoned/Confis	cated Items		1										1
Screening - Security Breach			1	1									2
2021	9	9	12	11	15	14	12	21	36	50	47	41	277

ies Additional Information Required/Insufficient Inf					) Data Tool								
Additional Information Required/Insufficient In	10-Oct 11-l	Nov 12	2-Dec 01	-Jan 0	2-Feb 03-	-Mar 04	l-Apr 05	-May 06	-Jun	07-Jul	08-Aug	09-Sep	Total
									1				
Additional Information Required/Insufficier	nt Information - El	MAIL ONL	.Y						1				
Civil Rights						1		3	1	1	1		1
Civil Rights - Racial Profiling or Discrimina						1		1					2
Civil Rights - Screening of Religious Cultu											1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgende	r						2		1			3
Civil Rights - Transgender Screening									1				1
Customer Service	1	2	5	1	2	3	1	4	1	9	2	8	39
Customer Service - TSO	1	2	5	1	2	3	1	4	1	9	2	8	39
Duplicate E-mail				1	1						1		3
Duplicate E-mail - General				1	1						1		3
Expedited Passenger Screening Program			2	2	4	2	3	8	18	28	35	24	126
Expedited Passenger Screening Program	- TSA Application	Program	ı		1		2	1			2	3	(
Expedited Passenger Screening Program	- TSA PreCheck		2	2	3	2	1	7	18	28	33	21	117
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domest	ic									1			1
Locks	1								1				2
Locks - General									1				1
Locks - Missing or Damaged Lock	1												1
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
		4	- 1	4	2	0	0	4	- 1				
Mishandling of Passenger Property	3	4	1	4	3	2	2	1		1	1		22
Mishandling of Passenger Property - Dam						1	1						2
Mishandling of Passenger Property - Dam		3	1	4	3	1							15
Mishandling of Passenger Property - Disa	rrayed Item	1					1	1		1	1		5
No Jurisdiction						1							1
No Jurisdiction - Refer to FAA						1							1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)			1								2	1	4
Persons w/ Disabilities (PWD) - Diabetes			1									1	2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary Medi	cation and	Medical Si	upplies							1		1
Prohibited & Permitted Items	,		1						3				4
Prohibited & Permitted Items - Food/Beve	rages								1				1
Prohibited & Permitted Items - Knives/Too		Objects							1				1
Prohibited & Permitted Items - Liquids/Ge		o z jooto	1						1				2
Property - Special Handling	2	3		2	2	3	5	3	5	5	2	6	38
Property - Special Handling - Damaged Ite	_	3				1	1	1	2	J		2	7
Property - Special Handling - Damaged Ite		1			2	1		1		3	1	1	
		1		1	2	1	2		2	3	1	1	12
Property - Special Handling - Missing Item						ı	0	1	2	0			8
Property - Special Handling - Missing Item		1		1			2		1	2		2	11
Screening	1		1	1	3	2	1	1	5	5	3	2	25
Screening - Inconsistency				1		1							2
					1		1		2	1			5
Screening - Lengthy Lines													
Screening - Procedures/Process	1		1		2	1		1	3	4	3	2	18
Screening - Procedures/Process	1 39	62	1 80	67		1		1			3	2	18 <b>333</b>
Screening - Procedures/Process 22 Airline		62		1	2	1		1			3	2	18 <b>333</b> 1
Screening - Procedures/Process  2 Airline Airline - Policy/Regulations/Service	39	62	80	1	2 <b>85</b>	1		1			3	2	18 <b>333</b> 1 1
Screening - Procedures/Process  2 Airline Airline - Policy/Regulations/Service Civil Rights		62	<b>80</b>	1	2	1		1			3	2	18 <b>333</b> 1 1 9
Screening - Procedures/Process  2 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age	<b>39</b>	62	<b>80</b> 5 1	1 1 1	2 <b>85</b>	1		1			3	2	18 333 1 1 9
Screening - Procedures/Process  2 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina	1 1		5 1 2	1	2 <b>85</b>	1		1			3	2	18 333 1 1 9 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age	1 1		<b>80</b> 5 1	1 1 1	2 <b>85</b>	1		1			3	2	18 333 1 1 9
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	39  1  1  Not Transgende		5 1 2	1 1 1	2 <b>85</b>	1		1			3	2	18 333 1 1 9 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity	39  1  1  Not Transgende		5 1 2	1 1 1	2 <b>85</b>	1		1			3	2	18 333 1 1 1 9 1 6
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tra	39  1  1  Not Transgende		5 1 2 1	1 1 1	2 <b>85</b>	1		1			3	2	18 333 1 1 9 1 6 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims	39  1  1  Not Transgende		5 1 2 1 1	1 1 1	2 <b>85</b>	1		1			3	2	18 333 1 1 9 1 6 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General	1 1 - Not Transgende nsgender	г	5 1 2 1 1 1	1 1 1	2 85 2	1		1			3	2	18 333 1 1 9 1 6 1 1 1 1 39
Screening - Procedures/Process  2 Airline - Policy/Regulations/Service Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service - Others	1 1 - Not Transgende nsgender	10 1	5 1 2 1 1 1 1 4	1 1 1 1	2 85 2 2	1		1			3	2	18 333 1 1 1 9 1 6 1 1 1 1 1 39
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General  Customer Service Customer Service - Others Customer Service - TSO	1 1 - Not Transgende nsgender 9	10 1 9	5 1 2 1 1 1 1 4	1 1 1 1	2 85 2 2 9 9	1		1			3	2	188 333 1 1 1 1 9 9 1 1 6 6 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims Claims - General  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program	1 1 - Not Transgende nsgender 9 9 22	10 1 9 41	5 1 2 1 1 1 1 4	1 1 1 1 7 7 46	2 85 2 2	1		1			3	2	18 333 1 1 1 9 1 1 6 6 1 1 1 1 1 1 1 3 9 3 9 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 - Not Transgende nsgender 9 9 22 - Active Du	10 1 9	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1	2 85 2 2 2 9 9	1		1			3	2	18 333 1 1 1 9 1 1 1 1 1 1 1 3 3 3 3 3 3 3 3 3 4 4 4 5 6 6 6 6 6 7 7 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD	10 1 9 41 1	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 1 9 1 1 1 1 1 1 3 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4	10 1 9 41 1	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 9 1 1 1 1 1 1 3 9 1 3 3 2 3 4 4 1 5 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program	1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 1 3 9 1 2 3 2 4 4 5 6 6 6 6 6 6 6 6 6 6 7 7 8 8 9 9 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program	1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18	10 1 9 41 1	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 3 9 1 3 3 2 3 4 4 1 5 5 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 1 6 6 1 1 1 1 1 3 3 9 1 3 4 4 1 5 5 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 1 3 3 3 2 3 4 1 5 5 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 1 9 1 1 1 1 1 1 1 1 3 3 3 3 3 4 4 1 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 1 9 1 1 1 1 1 1 1 1 3 3 3 3 3 4 4 1 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 1 3 3 3 3 3 3 4 4 5 2 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS	10 1 9 41 1 5 34	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65	1		1			3	2	188 333 1 1 1 9 1 1 6 6 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra  Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	1 1 - Not Transgende nsgender 9 9 - 22 - Active Du - DoD 4 - 18 - TSA/DHS ic 1 - 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 3 3 2 3 4 4 1 5 2 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter	10 1 9 41 1 5 34 1	80 5 1 2 1 1 1 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 6 6 1 1 1 1 1 3 3 9 1 3 3 2 3 4 4 1 1 1 2 2 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	80 5 1 2 1 1 1 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	188 333 11 11 99 11 11 11 11 13 39 13 23 24 4 15 20 20 11 11 11 11 11 12 13 14 15 16 16 17 17 17 18 18 18 18 18 18 18 18 18 18
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 1 3 3 3 3 3 3 4 4 1 5 2 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 1 3 3 3 2 3 4 1 5 5 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Properts Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 3 3 3 2 2 1 1 1 1 2 2 3 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction - Refer to CBP	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 6 6 1 1 1 1 1 3 3 9 1 1 1 1 1 1 2 2 3 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction - Refer to CBP Patdown Patdown - Flyer	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 6 6 1 1 1 1 3 3 9 1 3 3 2 4 4 1 5 2 20 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - General	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 9 1 6 6 1 1 1 1 1 1 3 3 9 1 2 2 3 4 4 1 5 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1 1 rrayed ItemsCal	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43 1 1	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline     Airline - Policy/Regulations/Service Civil Rights     Civil Rights - Age     Civil Rights - Racial Profiling or Discriminal Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD)	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 naged/Missing Iter 1	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 1 1 1 1	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 1 1 1 1 1 1 3 3 3 3 3 4 4 1 5 2 2 2 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline     Airline - Policy/Regulations/Service Civil Rights     Civil Rights - Age     Civil Rights - Racial Profiling or Discriminal Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tractlaims Claims - General Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 1- Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 aged/Missing Iter 1 mrayed ItemsCal	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 43 1 1	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 6 6 1 1 1 1 1 3 3 3 2 2 1 1 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline     Airline - Policy/Regulations/Service  Civil Rights     Civil Rights - Age     Civil Rights - Racial Profiling or Discrimina     Civil Rights - Sex/Gender/Gender Identity     Civil Rights - Sex/Gender/Gender Identity     Civil Rights - Sexual Orientation - Not Tra  Claims     Claims - General  Customer Service     Customer Service - Others     Customer Service - Others     Customer Service - TSO  Expedited Passenger Screening Program     Identification (ID) Requirements     Identification (ID) Requirements     Identification (ID) Requirements     Icoks - General     Locks - General     Locks - Missing or Damaged Lock  Mishandling of Passenger Property - Dam     Mishandling of Passenger Property - Dam     Mishandling of Passenger Property - Dam     Mishandling of Passenger Property - Disa  No Jurisdiction     No Jurisdiction - Refer to CBP  Patdown - Flyer     Patdown - Flyer     Patdown - Seneral     Patdown - Non-Flyer  Persons w/ Disabilities (PWD) - General     Persons w/ Disabilities (PWD) - Medically	1 1- Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 maged/Missing Iter 1 rrayed ItemsCal	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 1 1 1 1	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 6 6 1 1 1 1 3 3 2 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Claims Claims - General Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP Patdown Patdown - Flyer Patdown - Flyer Patdown - Son-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 1- Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 maged/Missing Iter 1 rrayed ItemsCal	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 1 1 1 1	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 6 6 1 1 1 1 1 3 3 3 2 2 1 1 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process  22  Airline     Airline - Policy/Regulations/Service  Civil Rights     Civil Rights - Age     Civil Rights - Racial Profiling or Discrimina     Civil Rights - Sex/Gender/Gender Identity     Civil Rights - Sex/Gender/Gender Identity     Civil Rights - Sexual Orientation - Not Tra  Claims     Claims - General  Customer Service     Customer Service - Others     Customer Service - Others     Customer Service - TSO  Expedited Passenger Screening Program     Identification (ID) Requirements     Identification (ID) Requirements     Identification (ID) Requirements     Icoks - General     Locks - General     Locks - Missing or Damaged Lock  Mishandling of Passenger Property - Dam     Mishandling of Passenger Property - Dam     Mishandling of Passenger Property - Dam     Mishandling of Passenger Property - Disa  No Jurisdiction     No Jurisdiction - Refer to CBP  Patdown - Flyer     Patdown - Flyer     Patdown - Seneral     Patdown - Non-Flyer  Persons w/ Disabilities (PWD) - General     Persons w/ Disabilities (PWD) - Medically	1 1 - Not Transgende nsgender 9 9 22 - Active Du - DoD 4 18 - TSA/DHS ic 1 1 maged/Missing Iter 1 1 mrayed ItemsCal	10 1 9 41 1 5 34 1	5 1 2 1 1 1 1 4 4 57 1 2 54	1 1 1 1 7 7 46 1 1 1 1 1 1 1	2 85 2 2 2 9 9 65 2 3 60	1		1			3	2	18 333 1 1 1 9 1 6 6 1 1 1 1 3 3 2 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ems - Checl	3	3										6
Property - Special Handling - Missing Item	1			1									2
Screening	3	4	3	5	7								22
Screening - Lengthy Lines	1	1		2	4								8
Screening - Procedures/Process	2	3	3	3	3								14

				TSA Conta	act Center (	TCC) Data								
2019	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - General	НОВ	2	1	:	5 1	2		1	2	2	2			18
Locks - General   1	2019							1		2	2			5
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage	Locks							1						1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage	Locks - General							1						1
Patdown   1	Mishandling of Passenger Property										1			1
Patdown - Flyer	Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	aggage						1			1
Screening	Patdown									1				1
Screening - Procedures/Process   1   1	Patdown - Flyer									1				1
2020   2   3   1   2										1	1			2
Customer Service - TSO       1         Locks       1         Locks - Missing or Damaged Lock       1         Mishandling of Passenger Property       1         Mishandling of Passenger Property - Damaged/Missing ItemsC       1         Patdown - Flyer       1         Property - Special Handling - Missing Items - Checked       1         Property - Special Handling - Missing Items - Checked       1         Screening - Procedures/Process       1         1       1         Screening - Procedures/Process       1         1       2         Patdown - Flyer       1         Patdown - Flyer       1         Property - Special Handling       1         Property - Special Handling       1         Property - Special Handling - Missing Items - Checked       1         2022       1         Customer Service       1         Customer Service - TSO       1         Property - Special Handling       1 <tr< td=""><td>Screening - Procedures/Process</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td>1</td><td></td><td></td><td>2</td></tr<>	Screening - Procedures/Process									1	1			2
Customer Service - TSO     1       Locks     1       Locks - Missing or Damaged Lock     1       Mishandling of Passenger Property     1       Mishandling of Passenger Property - Damaged/Missing Items—C     1       Patdown - Flyer     1       Property - Special Handling     1       Property - Special Handling - Missing Items - Checked     1       Screening     1       Screening - Procedures/Process     1       1     1       Patdown - Flyer     1       Property - Special Handling     1       Property - Special Handling - Damaged Items - Checked     1       Property - Special Handling - Damaged Items - Checked     1       Customer Service     1       Customer Service - TSO     1       Property - Special Handling     1       Property - Special Handling     1       Property - Special Handling     1       Property - Special Handling - Missing Items - Carry-On     1       Screening     1	2020	2		:	3 1	2								8
Locks	Customer Service	1												1
Locks - Missing or Damaged Lock	Customer Service - TSO	1												1
Mishandling of Passenger Property       1         Mishandling of Passenger Property - Damaged/Missing Items-C       1         Patdown       1         Patdown - Flyer       1         Property - Special Handling       1       1         Property - Special Handling - Missing Items - Checked       1       1         Screening - Procedures/Process       1       1         Screening - Procedures/Process       1       1         Patdown       1       2         Patdown - Flyer       1       1         Property - Special Handling       1       1         Property - Special Handling - Damaged Items - Checked       1       1         2022       1       2         Customer Service       1       2         Customer Service - TSO       1       1         Property - Special Handling - Missing Items - Carry-On       1       1         Screening       1       1       1	Locks				1									1
Mishandling of Passenger Property - Damaged // Missing Items—C       1         Patdown       1         Patdown - Flyer       1         Property - Special Handling       1         Property - Special Handling - Missing Items - Checked       1         Screening       1         Screening - Procedures/Process       1         1       2         Patdown       1         Patdown - Flyer       1         Property - Special Handling       1         Property - Special Handling - Damaged Items - Checked       1         2022       1         Customer Service       1         Customer Service - TSO       1         Property - Special Handling       1         Property - Special Handling - Missing Items - Carry-On       1         Screening       1	Locks - Missing or Damaged Lock				1									1
Patdown         1           Patdown - Flyer         1           Property - Special Handling         1         1           Property - Special Handling - Missing Items - Checked         1         1           Screening - Procedures/Process         1         1           Screening - Procedures/Process         1         1           2021         2           Patdown         1         1           Poperty - Special Handling         1         1           Property - Special Handling - Damaged Items - Checked         1         2           2022         1         2           Customer Service         1         2           Customer Service - TSO         1         2           Property - Special Handling         1         1           Property - Special Handling         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Screening         1         1	Mishandling of Passenger Property				1									1
Patdown - Flyer         1           Property - Special Handling         1         1           Property - Special Handling - Missing Items - Checked         1         1           Screening         1         1           Screening - Procedures/Process         1         1           2021         2           Patdown - Flyer         1         1           Property - Special Handling         1         1           Property - Special Handling - Damaged Items - Checked         1         2           Customer Service         1         2           Customer Service - TSO         1         2           Property - Special Handling - Missing Items - Carry-On         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Screening         1         1	Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC		1									1
Property - Special Handling         1         1           Property - Special Handling - Missing Items - Checked         1         1           Screening         1         1           Screening - Procedures/Process         1         1           2021         2           Patdown         1         1           Patdown - Flyer         1         1           Property - Special Handling         1         1           Property - Special Handling - Damaged Items - Checked         1         1           2022         1         2           Customer Service         1         2           Property - Special Handling         1         1           Property - Special Handling         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Screening         1         1	Patdown				1									1
Property - Special Handling - Missing Items - Checked         1         1           Screening         1         1           Screening - Procedures/Process         1         1           2021         2           Patdown         1         2           Patdown - Flyer         1         1           Property - Special Handling         1         1           Property - Special Handling - Damaged Items - Checked         1         2           Customer Service         1         2           Customer Service - TSO         1         2           Property - Special Handling         1         4           Property - Special Handling - Missing Items - Carry-On         1         5           Screening         1         4	Patdown - Flyer				1									1
Screening         1         1           Screening - Procedures/Process         1         1           2021         2           Patdown         1         1           Patdown - Flyer         1         1           Property - Special Handling         1         1           Property - Special Handling - Damaged Items - Checked         1         2           Customer Service         1         2           Customer Service - TSO         1         1           Property - Special Handling         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Screening         1         1	Property - Special Handling				1	1								2
Screening - Procedures/Process         1         1           2021         2           Patdown         1           Patdown - Flyer         1           Property - Special Handling         1           Property - Special Handling - Damaged Items - Checked         1           2022         1         2           Customer Service         1         2           Customer Service - TSO         1         4           Property - Special Handling         1         4           Property - Special Handling - Missing Items - Carry-On         1         5           Screening         1         4	Property - Special Handling - Missing I	tems - Checke	d		1	1								2
2021         2           Patdown         1           Patdown - Flyer         1           Property - Special Handling         1           Property - Special Handling - Damaged Items - Checked         1           2022         1         2           Customer Service         1         1           Property - Special Handling         1         1           Property - Special Handling         1         1           Screening         1         1	Screening	1				1								2
Patdown         1           Patdown - Flyer         1           Property - Special Handling         1           Property - Special Handling - Damaged Items - Checked         1           2022         1         2           Customer Service         1         -           Property - Special Handling         1         -           Property - Special Handling - Missing Items - Carry-On         1         -           Screening         1         -	Screening - Procedures/Process	1				1								2
Patdown - Flyer         1           Property - Special Handling         1           Property - Special Handling - Damaged Items - Checked         1           2022         1           Customer Service         1           Customer Service - TSO         1           Property - Special Handling         1           Property - Special Handling - Missing Items - Carry-On         1           Screening         1	2021								2					2
Property - Special Handling         1           Property - Special Handling - Damaged Items - Checked         1           2022         1         2           Customer Service         1         4           Customer Service - TSO         1         4           Property - Special Handling         1         4           Property - Special Handling - Missing Items - Carry-On         1         5           Screening         1         4	Patdown								1					1
Property - Special Handling - Damaged Items - Checked	Patdown - Flyer								1					1
2022         1         2           Customer Service         1	Property - Special Handling								1					1
Customer Service         1           Customer Service - TSO         1           Property - Special Handling         1           Property - Special Handling - Missing Items - Carry-On         1           Screening         1	Property - Special Handling - Damaged	d Items - Chec	ked						1					1
Customer Service - TSO 1 Property - Special Handling 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 1	2022		1	:	2									3
Property - Special Handling 1 Property - Special Handling - Missing Items - Carry-On 1 Screening 1			1											1
Property - Special Handling - Missing Items - Carry-On 1 Screening 1	Customer Service - TSO		1											1
Screening 1	Property - Special Handling				1									1
· ·	Property - Special Handling - Missing I	tems - Carry-C	)n		1									1
Screening - Inconsistency 1	Screening				1									1
	Screening - Inconsistency				1									1

Note	HOU 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Civil Rights	87			107	94	76	51	60	75	86	58	97	Total 975
Address   Engage   Engage   Engage   Engage   Address   Engage   Engage   Engage   Address   Engage   Engage   Address   Engage   Engage   Address   Engage   Engage   Engage   Address   Engage   Engage   Engage   Address   Engage   Eng	2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Civil Rights		101	83										
Advanced troughy Technology (ATT) - Sept.  Divided Stages - National Criging   1	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Civil Rights	lyer			30	26	28	29	31	35	34	20	37	270
Advanced Inseight Professional (ATT) - First Charles (ATT) - First	Advanced Imaging Technology (AIT) - F Civil Rights	lyer												270
Colif Rigits	Civil Rights	lyer										1		1
Cuit legate. Network Organ  Usu legate. Percental Repetit Percental Control of the Control of th												1		1
Colf figure - Processor Religions - 1	0: 1: 0: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1:				1	2		1	1				3	8
Colf lights - Redeal Polling or Decelorarization   1	Civil Rights - National Origin												1	1
Colf lights - Redeal Polling or Decelorarization   1	Civil Rights - Perceived Religion												1	1
Civil Popula: - Security - Secu		nation			1	1		1					1	4
Customer Services (CHOPS) Customer Services			nder			1			1					2
Casternor Senerals - Chieses  Charles Mondes - TSO  A 3 7 0 5 5 4 4 6 6  The Casternor Mondes - TSO  The Casternor Mondes - TSO  Loads - Mining of Damaged Loak  1 1 1 1 1 1 3  Loads - Mining of Damaged Loak  1 1 1 1 1 1 3  Loads - Mining of Damaged Loak  Loads - Mining of Passaged Property  Mining of Passaged Proper					4		7	6		4	5	4	6	44
Custome Genius - 1700							,							1
Human Capital   Human Capital - Propoperative Employment with TSIA					1	3	7	6	5	1		1	6	43
Human Capillar Prospective Employment with TSA						J		0	J				0	1
Locks - Missing or Damaged Look		nt with TSA												1
Locker Missing or Damaged Lock		III WIUI I JA			4	4			4			4	2	
Lota and Found  Mahasanding of Passenger Progress  Passenger Progress  Passenger Progress  Passenger Progress  Passenger Observation  Passenger Observation  Passenger Observation  Progress  Observation  Pro														8
Lot and Found - Apport PSA   Mithhanding of Passenger Priparty - Demandabilising Intime-Carry-on Luj   2   3   1   2   1   4   8   1   2   1   4   8   1   4   4   8   1   4   4   8   1   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   4   8   1   4   8   1   4   4   8   1   4   8   1   4   8   1   4   8   8   1   4   8   1   4   8   1   4   8   1   4   8   8   1   4   4   8   1   4   8   1   4   8   1   4   8   1   4   8   1   4   4   8   1   4   8   1   4   8   1   4   8   1   4   8   1   4   4   8   1   4   8   1   4   8   1   4   8   1   4   8   1   4   4   8   1   4   8   1   4   8   1   4   8   1   4   4   8   1   4   4   4   4   4   4   4   4   4					1	1			1		1	1	3	8
Mahandring of Passenger Property  Mahandring of Passenger Property  Mahandring of Passenger Property  Minimaring of Passenger Property  Minimaring of Passenger Property  Minimaring of Passenger Property  Minimaring of Passenger Property  Mahandring of Passenger Property  Passenger Prop														1
Methandring of Passenger Property - Damageal/Microsing Interns - Cerebed Bay 7 4 5 5 5 3 8 10 0 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														1
Mishanding of Pessanger Proonty: Desargoloshisting Internal-Chooked Sig. 7	Mishandling of Passenger Property							7			11	4		75
Mehandring of Passerge Properly - Damage Milking Plane - Carry on a Cheeke 1 1 2 1 3 3 1 2 2 4 4 2 1 1 1 2 2 1 1 3 3 1 2 2 1 1 3 3 1 1 2 2 1 1 3 3 3 1 2 2 1 1 1 1	Mishandling of Passenger Property - Da	maged/Missing	ItemsCa	arry-on Lug	2	3	1	1	2	1			2	12
Mehandring of Passenger Proorty: - DemangeoMehandring Internet - Unspecified Luggings   1   3   3   3   2   1   1   3   3   3   2   1   1   1   3   3   3   1   2   1   1   1   3   3   3   1   2   1   1   1   3   3   3   1   2   1   1   1   3   3   3   1   2   1   1   1   3   3   3   1   2   1   1   1   3   3   3   1   1   3   3						4	5	5	3	8	10	4	4	50
Mishanding of Pasenger Property - Diserrayed bensi-Ceny-on of Chooke						1								1
Patisizen - Fyer								1	3	3	1		2	12
Patsour Flyer       3   2   3   4   2   1   1		l l	ourry or	or oricono.			2					1		18
Persons of Disabilities (PVID) - Auditin Spectrum   1   8   3   2   4   1														
Persons of Disabilities (PWD) - Autism Spectrum Persons of Disabilities (PWD) - Secretary Spectrum Persons of Disabilities (PWD) - Secretary Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Medically Autosm Market Spectrum Persons of Disabilities (PWD) - Cancer (general) Not 2	•				1	3	2		4	2		1	1	17
Persons w/Disabilities (PWD) - Annot (garginal Methal Disability   1														1
Persons w Disabilities (PWD) - Cognitive Operational Mental Disability   1					3		3	1	1	8	3	2	4	25
Persons w Disabilities (PWD) - Copietore   1	Persons w/ Disabilities (PWD) - Autism	Spectrum								1			1	2
Persons w Disabilities (PWD) - Copietore   1			reast Can	icer						1				1
Persons w Disabilities (PWD) - Hearing impairment	Persons w/ Disabilities (PWD) - Cognitive	e /Developmen	tal /Menta	al Disability	,			1						1
Persons w Disabilities (PVD) - Heating My Recessary Medicalinn and Medic							1			1				2
Persons w Disabilities (PWD) - Medically Necessary Medication and Medic   1														2
Persons w Disabilities (PWD) - Mobility Disability (New Wheelchair of Scotery)   2			adiaatian	and Madia	. 4							4		
Persons w/ Disabilities (PWD) - Mobility (Deablity (Not Wheelchair or Scooler)			edication	and iviedic	1							1		3
Persons w   Disabilities   (PWD) - Caterny coard include Equipment										1				1
Persons w   Disabilities   (PWD) - Respiratory and Inhaler Equipment   1			Wheelcha	air or Scoot	ter)		2						1	4
Persons w  Disabilities (PWD) - Nervice Animals   1	Persons w/ Disabilities (PWD) - Ostomy	/Ostomates							1		2			3
Persons w/ Disabilities (PMD) - Wheelchair/ Scooler/Segway	Persons w/ Disabilities (PWD) - Respira	tory and Inhaler	Equipme	ent						1			2	3
Persons w/ Disabilities (PMD) - Wheelchair/ Society Sepoid   Handling   Sepoid   S	Persons w/ Disabilities (PWD) - Service	Animals			1									1
Property - Special Handling - Damaged Items - Carry-On			egway		1							1		2
Property - Special Hardling - Damaged Items - Checked			09.10)			6	10	6	Ω	Ω	0		10	71
Property - Special Handling - Damaged Items - Cinceked 3 1 1 1 2 2 1 1 1 2 2 1 1 1 2 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 2 2 2 3 3 7 1 3 3 3 1 1 4 1 1 2 2 2 3 3 7 1 3 3 3 3 1 1 4 1 1 2 2 2 3 3 7 7 3 3 3 3 1 1 4 1 1 2 2 3 3 3 3 1 1 4 1 1 2 2 3 3 3 3 1 1 4 1 1 2 2 3 3 3 3 1 1 4 1 1 2 2 3 3 3 3 1 1 4 1 1 2 2 3 3 3 3 1 1 3 3 1 1 3 3 1 1 3 3 3 1 1 3 3 1 1 3		Itama Carni O	n				10			0				
Property - Special Handling - Missing Items - Checked														14
Property - Special Handling - Missing Items - Checked   3   3   6   1   2   6   2   3   7   1			a			1				2		1		14
Screening							1	3						10
Screening - Inconsistency	Property - Special Handling - Missing Ite	ms - Checked			3	3	6	1	2	6	2	3	7	33
Screening - ProceduresProcess   1 2 3 3 3 1 3 1   1   1   1   1   1   1   1	Screening				2	2		3	3	1	4	1	2	18
Screening - Retrieving Abandoned/Confiscated Items   1   1   1   1   1   1   1   1   1	Screening - Inconsistency										1			1
Screening - Retrieving Abandoned/Confiscated Items   1   1   1   1   1   1   1   1   1	Screening - Procedures/Process				1	2		3	3	1	3	1		14
Screening - Security Breach   1		scated Items											1	1
2020		l l l l l l l l l l l l l l l l l l l			1									2
Civil Rights		22	30	33		26	19	1	7	10	19	12		244
Civil Rights - Hair Paddowns			33	1	30	20				10		12		6
Civil Rights - National Origin   1		<u>'</u>		- 1	1		- 1				- 1		ı	
Civil Rights - Perceived Religion   Civil Rights - Sex/Gender/Gender Identity   1					1									1
Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity Customer Service 6 7 7 7 2 6 2 2 3 6 2 2 3 6 2 5 4  Customer Service - Others 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2							1							1
Civil Rights - Sex/Gender/Gender Identity  Customer Service - Others  Customer Service - Others  1 2 1 2 2 3 6 2 2 3 6 2 5 4 Customer Service - Others  1 2 1 1 2 2 1 1 4 2 5 4 Customer Service - Others  Locks													1	1
Customer Service - Others	Civil Rights - Racial Profiling or Discrim	nation		1							1			2
Customer Service - Others	Civil Rights - Sex/Gender/Gender Identi	y 1												1
Customer Service - Others	Customer Service	6	7	7	2	6	2		2	3	6	2	5	48
Customer Service - TSO	Customer Service - Others	1	2			1					2			8
Locks - General	Customer Service - TSO			7	2	5	2		2			2	5	40
Locks - General											-			11
Locks - Missing or Damaged Lock		4		- 1			1		1	1				
Lost and Found						1								1
Lost and Found - Airport/TSA			2	1			1		1	1				10
Mishandling of Passenger Property       7       13       11       10       4       5       1       3       3       4       5       3       6         Mishandling of Passenger Property - Dam       1       1       1       2       1<														5
Mishandling of Passenger Property - Dam       1       1       2       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1       1       2       1        1       2       1       1       2       1       1       2       1       1       2       1       1       2       2        1       1       2       2       2       1       1       2 </td <td>Lost and Found - Airport/TSA</td> <td>2</td> <td></td> <td></td> <td>3</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>5</td>	Lost and Found - Airport/TSA	2			3									5
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disarrayed Item 3 2 1  Patdown 2 2 1 1  Patdown - Flyer 2 2 2 1 1 1  Persons w/ Disabilities (PWD) 2 1 1 1 2 1  Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer 2 1 1 1  Persons w/ Disabilities (PWD) - Diabetes 1 1  Persons w/ Disabilities (PWD) - Diabetes 1 1  Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot) 1 1  Property - Special Handling - Damaged Ite 2 1 1 1 1 2 6 1 5 0  Property - Special Handling - Damaged Ite 1 3 1 2 6 1 5 0  Property - Special Handling - Damaged Ite 1 3 1 2 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Mishandling of Passenger Property	7	13	11	10	4	5	1	3	3	4	5	3	69
Mishandling of Passenger Property - Dam 6 10 8 9 2 5 1 3 1 3 4 2 4 Mishandling of Passenger Property - Disarrayed Item 3 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	Mishandling of Passenger Property - Da	m 1		1		2						1	1	6
Mishandling of Passenger Property - Disarrayed Item   3   2   1   1			10	8	9		5	1	3	1	3	4		54
Patdown								•				•		9
Patdown - Flyer   2 2 1 1 1   1						- 1								6
Persons w/ Disabilities (PWD)   2 1 1 1 1 2														
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer   2		2												6
Persons w/ Disabilities (PWD) - Diabetes       1       1         Persons w/ Disabilities (PWD) - General       1       1         Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot)       1       1         Property - Special Handling       9       10       9       10       8       8       1       2       6       1       5       6         Property - Special Handling - Damaged It       2       1					1	1						1		8
Persons w/ Disabilities (PWD) - General         1           Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot)         1         1           Property - Special Handling         9         10         9         10         8         8         1         2         6         1         5         6           Property - Special Handling - Damaged It         2         1 <td< td=""><td>Persons w/ Disabilities (PWD) - Cancer</td><td>(general) Not B</td><td>reast Can</td><td>icer</td><td></td><td></td><td>2</td><td></td><td></td><td></td><td></td><td>1</td><td></td><td>3</td></td<>	Persons w/ Disabilities (PWD) - Cancer	(general) Not B	reast Can	icer			2					1		3
Persons w/ Disabilities (PWD) - General         1           Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot)         1         1           Property - Special Handling         9         10         9         10         8         8         1         2         6         1         5         6           Property - Special Handling - Damaged It         2         1 <td< td=""><td>Persons w/ Disabilities (PWD) - Diabete</td><td>s</td><td>1</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td></td<>	Persons w/ Disabilities (PWD) - Diabete	s	1	1										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot       1       1         Property - Special Handling       9       10       9       10       8       8       1       2       6       1       5       6         Property - Special Handling - Damaged It       1       3       1       2       5       2       1       2       3       1       2 <td></td> <td></td> <td>1</td> <td></td> <td>1</td>			1											1
Property - Special Handling         9         10         9         10         8         8         1         2         6         1         5         6           Property - Special Handling - Damaged It         2         1         2         3 <td< td=""><td></td><td></td><td></td><td>air or Scoot</td><td>1</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td></td<>				air or Scoot	1	1								2
Property - Special Handling - Damaged It       2       1       1       1         Property - Special Handling - Damaged It       1       3       1       2       5       2       1       1       1         Property - Special Handling - Missing Iten       1       2       3       2       1       2       3       4       3       3       2       3       1       2       3       4       3       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3       3       4       3 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Ω</td> <td></td> <td>1</td> <td>2</td> <td>6</td> <td>4</td> <td>F</td> <td>69</td>							Ω		1	2	6	4	F	69
Property - Special Handling - Damaged It         1         3         1         2         5         2         1         2         3         1         2         3         1         2         3         1         2         3         1         2         3         1         2         3         1         2			10		10		U		1			- '	J	5
Property - Special Handling - Missing Item       1       2       3       2       1       2       3       4       3       3       1       2<			_				_							
Property - Special Handling - Missing Item         5         5         4         6         2         5         2         3         4         3           Request for Assistance         1         1         1         1         3         1         2 <td></td> <td></td> <td></td> <td></td> <td></td> <td>5</td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>16</td>						5			1					16
Request for Assistance       1         Request for Assistance - Other       1         Screening       2       2       3       2       5       1       2       3       1       2         Screening - Inconsistency       1       1       1       1       1	Property - Special Handling - Missing Ite											1		12
Request for Assistance - Other         1           Screening         2         2         3         2         5         1         2         3         1         2           Screening - Inconsistency         1         1         1         1         1		en 5	5	4	6	2	5			2	3		4	36
Screening         2         2         3         2         5         1         2         3         1         2           Screening - Inconsistency         1         1         1         1														1
Screening         2         2         3         2         5         1         2         3         1         2           Screening - Inconsistency         1         1         1         1			1											
Screening - Inconsistency 1 1	Request for Assistance													1
	Request for Assistance Request for Assistance - Other		1	3	2	5				1	2	3	1	
Corogning - Lengury Lines	Request for Assistance Request for Assistance - Other Screening		1	3		5				1	2		1	21
	Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	2	1		1					1	2		1	21 2
Screening - Procedures/Process         1         2         2         1         4         1         2         2         1	Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines	2	1 2	1	1	1						1		21

2021					) Data Tool								
2021	10-Oct 11-I						)4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	19	12	9	15	10	29	21	22	30	33		45	271
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights				1		1	1	3			1	1	
Civil Rights - Civil Rights Violation (TSA Er	nployee)							1				1	
Civil Rights - Hair Patdowns											1		
Civil Rights - Racial Profiling or Discriminat	ion			1		1		2					4
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	r					1						
Claims			1										
Claims - General			1										
Customer Service	2	1	3	2	4	9	2	4	3	4	7	12	5
Customer Service - Others	1				•	-				1		1,2	
Customer Service - TSO	1	1	3	2	4	9	2	4	3	3	7	12	5
Expedited Passenger Screening Program	l I	ı	3		4								
1 0 0	A - E D - E - NATE			1		2	5	5	20	24		21	9
Expedited Passenger Screening Program -										1			
Expedited Passenger Screening Program -												1	
Expedited Passenger Screening Program -		n Program					1		1		2	1	
Expedited Passenger Screening Program -	TSA PreCheck			1		2	4	5	19	23	10	19	8
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domestic					1								
Locks		3		1		2							
Locks - General		1		- '									
				4		0							
Locks - Missing or Damaged Lock		2		1		2							
Mishandling of Passenger Property	4	3	2	3	1	1	1	2	2		1		2
Mishandling of Passenger Property - Dama	ged/Missing Iter	nsCarry-	on Lug	1			1		1		1		4
Mishandling of Passenger Property - Dam	4	3	2	2	1	1		2	1				10
Patdown			2		2	2					2	1	
Patdown - Children			2										
Patdown - Flyer					2	1					1	1	
•												I	
Patdown - General						1							
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)	1						4	1	1	1		1	
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Internal Me	edical Devices								1				
Persons w/ Disabilities (PWD) - Medically I		cation and	Medical Si	unnlies			3						
Persons w/ Disabilities (PWD) - Mobility Di				иррпоз			1						
		eelchall 0	1 Scooler)				- 1			4			
Persons w/ Disabilities (PWD) - Service An										1			
Persons w/ Disabilities (PWD) - Wheelchai	r/ Scooter/ Segv	vay										1	
Prohibited & Permitted Items				2		2						2	
Prohibited & Permitted Items - Alcohol and	Tobacco			1								1	
Prohibited & Permitted Items - General				1		2						1	
Property - Special Handling	9	4		3		2	4	6	1	2	1	2	3
Property - Special Handling - Damaged Ite	2						1	1				1	
	3			1			1	2		1	1	1	
Property - Special Handling - Damaged Ite		4							4	- 1			10
Property - Special Handling - Missing Item	1	1		1			1		1				
Property - Special Handling - Missing Item	3	3		1		2	1	3		1			1-
Screening	3	1	1	2	2	8	4	1	2	1	2	5	32
Screening - Inconsistency	1			1	2			1					
Screening - Lengthy Lines						2	1						
Screening - Opposite Gender			1										
	2	1		1		5	3		2	1	2	5	2:
Screening - Procedures/Process				'		1				- '		0	
Screening - Procedures/Process													
Screening - Retrieving Abandoned/Confisc	ated Items					- 1							
Screening - Retrieving Abandoned/Confisca	ated Items 35	50	41	32	32	ı							
Screening - Retrieving Abandoned/Confisc.  122  Civil Rights	ated Items	50	<b>41</b>	<b>32</b>	32								190
Screening - Retrieving Abandoned/Confisca	ated Items 35	50			32	1							19
Screening - Retrieving Abandoned/Confisco 222 Civil Rights	ated Items 35 2	50			32	1							19
Screening - Retrieving Abandoned/Confisco  222 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion	35 2 1	50	1	1	32	, I							19
Screening - Retrieving Abandoned/Confisco  222 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal	ated Items 35 2 1 1 tion		1	1		, I							19
Screening - Retrieving Abandoned/Confisco  22  Civil Rights  Civil Rights - National Origin  Civil Rights - Perceived Religion  Civil Rights - Racial Profiling or Discriminal  Customer Service	35 2 1	15	1	1	<b>32</b>	1							19
Screening - Retrieving Abandoned/Confisco  22  Civil Rights  Civil Rights - National Origin  Civil Rights - Perceived Religion  Civil Rights - Racial Profiling or Discriminal  Customer Service  Customer Service - Others	35 2 1 1 1 tion 2	15	1 1 6	1 1 4	4	ı							3
Screening - Retrieving Abandoned/Confisco  022  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO	35 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 13	1 1 6	1 1 4	4	ı							3
Screening - Retrieving Abandoned/Confisco  022  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminat Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program	35 2 1 1 1 tion 2 2 18	15 2 13 24	1 1 6 6 24	1 1 4	4 4 16	ı							33 : 21
Screening - Retrieving Abandoned/Confisci  022 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO	35 2 1 1 1 tion 2 2 18	15 2 13	1 1 6	1 1 4	4	ı							3 2 9
Screening - Retrieving Abandoned/Confisco  222 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminat Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3	1 1 6 6 24 2	1 1 4 4 17	4 4 16 1	ı							3 2 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights  Civil Rights - National Origin  Civil Rights - Perceived Religion  Civil Rights - Racial Profiling or Discriminal  Customer Service  Customer Service - Others  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	35 2 1 1 1 tion 2 2 18	15 2 13 24	1 1 6 6 24 2 22	1 1 4 4 17	4 4 16	ı							3 2 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3	1 1 6 6 24 2 2 22	1 1 4 4 17	4 4 16 1								33 22 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3 21	1 1 6 6 24 2 22	1 1 4 4 17	4 4 16 1	1							19 3 2 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program - Hazardous Materials Safety - Hazardous Materials Safety - General - Locks	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3 21	1 1 6 6 24 2 2 22	1 1 4 4 17	4 4 16 1	1							199 3 3 3 2 9 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3 21	1 1 6 6 24 2 2 22	1 1 4 4 17	4 4 16 1								3 3 2 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3 21	1 1 6 6 24 2 2 22	1 1 4 4 17	4 4 16 1								3 3 2 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3 21	1 1 6 6 24 2 2 22	1 1 4 4 17	4 4 16 1								3 3 2 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found	35 2 1 1 tion 2 2 18 TSA Appl	15 2 13 24 3 21	1 1 6 6 24 2 2 22	1 1 4 4 17	4 4 16 1								3 3 2 9
Screening - Retrieving Abandoned/Confisco  222 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	35 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 13 24 3 21	1 1 6 6 24 2 2 22 1	1 1 4 4 17	4 4 16 1								33 22 9
Screening - Retrieving Abandoned/Confisco  7022 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	35 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 2 13 24 3 21	1 1 6 6 24 2 2 2 1 1	1 1 4 4 17	4 4 16 1								3 2 9
Screening - Retrieving Abandoned/Confisco  022  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Iter 1	15 2 13 24 3 21 1 1 1 1 1 1 ms—C 1	1 1 6 6 24 2 2 2 1 1	1 1 4 4 17	4 4 16 1								3 2 9 9
Screening - Retrieving Abandoned/Confisco  7022 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Iter 1	15 2 13 24 3 21 1 1 1 1 1 1 ms—C 1	1 1 6 6 24 2 2 2 1 1	1 1 4 17 1 16	4 4 16 1								3 2 9 9
Screening - Retrieving Abandoned/Confisco  222 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disarr No Jurisdiction	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Iter 1	15 2 13 24 3 21 1 1 1 1 1 1 ms—C 1	1 1 6 6 24 2 2 2 1 1	1 1 4 17 1 16	4 4 16 1								33 22 9 9
Screening - Retrieving Abandoned/Confisco  22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other	ated Items  35 2 1 1 1 tion 2 18 TSA Appl 18  1 aged/Missing Item 1 rayed ItemsCal	15 2 13 24 3 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 6 24 2 2 2 1 1	1 4 4 17 1 16	4 16 1 15								33 22 9
Screening - Retrieving Abandoned/Confisco  7022  Civil Rights - National Origin  Civil Rights - Perceived Religion  Civil Rights - Racial Profiling or Discriminal  Customer Service  Customer Service - Others  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disarr  No Jurisdiction  No Jurisdiction - Refer to Other	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Iter 1 rayed ItemsCar	15 2 13 24 3 21 1 1 1 1 1 1 ms—C 1	1 1 6 6 24 2 2 2 1 1	1 4 4 17 1 16	4 4 16 1 15								3 3 2 9 9
Screening - Retrieving Abandoned/Confisco  7022  Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminat  Customer Service Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other	ated Items  35 2 1 1 1 tion 2 18 TSA Appl 18  1 aged/Missing Item 1 rayed ItemsCal	15 2 13 24 3 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 6 24 2 2 2 1 1	1 4 4 17 1 16	4 16 1 15								3 3 2 9
Screening - Retrieving Abandoned/Confisco  7022 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Iter 1 rayed ItemsCar	15 2 13 24 3 21 1 1 1 1 1 1 1 ms-C 1	1 1 6 6 24 2 2 2 1 1	1 4 4 17 1 16	4 4 16 1 15								3 3 2 9
Screening - Retrieving Abandoned/Confisco  7022 Civil Rights - Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disarr No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer	ated Items  35 2 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Item 1 rayed ItemsCal	15 2 13 24 3 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 6 24 2 2 22 1 1	1 4 17 1 16	4 16 1 15								199
Screening - Retrieving Abandoned/Confisco  022  Civil Rights - Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disarr No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  1 aged/Missing Iter 1 rayed ItemsCar	15 2 13 24 3 21 1 1 1 1 1 1 1 ms-C 1	1 1 6 6 24 2 2 22 1 1	1 4 4 17 1 16	4 4 16 1 15								199
Screening - Retrieving Abandoned/Confisco  O22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Properal Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	ated Items  35 2 1 1 1 tion 2 18 TSA Appl 18  1 aged/Missing Item 1 rayed ItemsCall 3 3 3	15 2 13 24 3 21 1 1 1 1 1 1 1 ms-C 1	1 1 6 6 24 2 2 22 1 1	1 4 4 17 1 16	4 4 16 1 15								199
Screening - Retrieving Abandoned/Confisco  O22  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Formal Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disam No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  aged/Missing Item 1 rayed ItemsCall 3 3 3	15 2 13 24 3 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 6 24 2 2 22 1 1	1 4 4 17 1 16 1 1 2 2 3 1	4 16 1 15								190
Screening - Retrieving Abandoned/Confisco  Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Screening Program Expedited Passenger Screening Program Fuspedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Prosthesis	ated Items  35 2 1 1 Ition 2 18 TSA Appl 18 Tsa Appl 18 aged/Missing Item 1 rayed ItemsCal	15 2 13 24 3 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 6 24 2 2 22 1 1	1 4 4 17 1 16	4 16 1 15 15								199
Screening - Retrieving Abandoned/Confisco  2022 Civil Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Other Postery Mishandling of Passenger Property - Dama Mi	ated Items  35 2 1 1 1 tion 2 2 18 TSA Appl 18  aged/Missing Item 1 rayed ItemsCall 3 3 3	15 2 13 24 3 21 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 6 24 2 2 22 1 1	1 4 4 17 1 16 1 1 2 2 3 1	4 4 16 1 15								190

			I SA COIIIa	ct Center (	rcc) Data	1001 - FUI <i>F</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Firearm/Ar	mmunition		1										1
Property - Special Handling	3	4	3	1	3								14
Property - Special Handling - Damaged It	ems - Carry	1	2		2								5
Property - Special Handling - Damaged It	ems - Checl	2											2
Property - Special Handling - Missing Iten	1			1	1								3
Property - Special Handling - Missing Iten	2	1	1										4
Screening	4	2	3	3	6								18
Screening - Inconsistency		1											1
Screening - Lengthy Lines			2	1	2								5
Screening - Procedures/Process	4	1	1	2	3								11
Screening - Retrieving Abandoned/Confis	cated Items				1								1

			SA Contact										
Categories		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	22	15	9	20	17	11	7	14	11	8	10	7	151
2019 Customer Service				1	1	2	1	<b>9</b>	2	5	1	3	<b>36</b>
Customer Service - TSO				1	1	2		3	2			1 1	10
Locks				-	'				1	1		'	2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property								3	1	2			(
Mishandling of Passenger Property - Dam								1					
Mishandling of Passenger Property - Dam	aged/Missing	temsCh	ecked Bagg					2	1	2			į
Patdown				1				2		1		1	
Patdown - Flyer				1				2				1	4
Patdown - Non-Flyer					4			- 4		1		4	
Property - Special Handling Property - Special Handling - Damaged It	ome - Chacke	ad .		1	1 1	1		1				1 1	
Property - Special Handling - Damaged to		u		1	I	1		1				ı	
Screening	o oncoroa			- '	1	1	1		3	1	1		
Screening - Lengthy Lines					1	1							
Screening - Procedures/Process							1		1	1	1		
Screening - Retrieving Abandoned/Confis	cated Items								1				
Screening - Security Breach									1				
2020	9	4	4	8	4	2	1						3
Civil Rights			1										
Civil Rights - Hair Patdowns	_		1										
Customer Service TSO	2	1 1	1 1	1									
Customer Service - TSO  Locks	2	1	1	- 1									
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	2	3	1	2		1	1						1
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Dam		1					1						
Mishandling of Passenger Property - Disa	rrayed Item	2		2		1							
Patdown				2	1								
Patdown - Flyer				2	1								
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Wheelcha			4	0									
Property - Special Handling Property - Special Handling - Damaged It	2		1	2									
Property - Special Handling - Damaged It													
Property - Special Handling - Missing Iten			1	2									;
Screening	1			1	3	1							
Screening - Lengthy Lines	1				1								
Screening - Procedures/Process				1	2								;
Screening - Security Breach						1							
2021	2			1	1	5	5	5	4	3	9	4	3
Customer Service	1					1	2	1	1	1			7
Customer Service - TSO DHS TRIP	1					1	2	1	1	1			7
DHS TRIP - General										1			1
Expedited Passenger Screening Program						2	2	3	3	1	7	3	2
Expedited Passenger Screening Program	- DoD						1						
Expedited Passenger Screening Program		ation Progr	am					2			1		:
Expedited Passenger Screening Program	- TSA PreCh	eck				2	1	1	3	1	6	3	1
Identification (ID) Requirements											1		
Identification (ID) Requirements - Domest	ic										1		
Mishandling of Passenger Property				1			1						
Mishandling of Passenger Property - Dam				1									
Mishandling of Passenger Property - Disa	irrayed Items- I	-Carry-on c	or Checked				1					4	
No Jurisdiction  No Jurisdiction - Refer to CBP												1	
Patdown	1											ı	
Patdown - Flyer	1												
Property - Special Handling					1	1		1			1		
Property - Special Handling - Damaged It	ems - Carry-C	On									1		
Property - Special Handling - Missing Iten								1					
Property - Special Handling - Missing Iten	ns - Checked				1	1							:
Screening						1							
Screening - Procedures/Process				_		1							
2022	11	11	5	8	9								4
Customer Service TSO		1			1								
Customer Service - TSO Expedited Passenger Screening Program	11	9	5	7	1 8								4
Expedited Passenger Screening Program Expedited Passenger Screening Program		1	J	- 1	0								41
Expedited Passenger Screening Program  Expedited Passenger Screening Program		8	5	7	8								39
Mishandling of Passenger Property		0	<u> </u>	1	0								
Mishandling of Passenger Property - Dam	ı naged/Missind	ItemsCh	ecked Bac	1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1

			TSA C	ontact	Center (T	CC) Data	Tool - FOIA	١						
Categories		11-Nov	12-0		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	3		2	9	10	7	1	-			5			71
2019					2	1		5	4	. 3	3	3	3	24
Customer Service										1	1			2
Customer Service - TSO										1	1			2
Mishandling of Passenger Property					1	1		1			1	1		5
Mishandling of Passenger Property - Dam	laged/Missing	Items	Carry-o	ո Lugga	ge						1			1
Mishandling of Passenger Property - Dam	aged/Missing	Items	Checke	d Baç	1	1		1				1		4
Patdown										1			1	2
Patdown - Flyer										1			1	2
Persons w/ Disabilities (PWD)												1		
Persons w/ Disabilities (PWD) - Diabetes												1		
Property - Special Handling					1			4	3			1		
Property - Special Handling - Damaged It	ems - Carry-O	n						1						
Property - Special Handling - Damaged It									2					
Property - Special Handling - Missing Iten								1						
Property - Special Handling - Missing Iten					1			2	1			1		
Screening									1	1	1		2	
Screening - Procedures/Process									1	1	1		2	
2020	1			3	3	4	1		1		1			1
Civil Rights	•								1			-	_	-
Civil Rights - Racial Profiling or Discrimina	l ation								1					
Customer Service	duon										1			
Customer Service - TSO											1			
Mishandling of Passenger Property	1			1	1	3						1	1	
Mishandling of Passenger Property - Dam		Itoms (	Carry O			1						'	<u>'</u>	
Mishandling of Passenger Property - Dam		items	Carry-U	1 Lugga	1	2						1		
		Cornio	n or Ch	l nakad	1							'	1	
Mishandling of Passenger Property - Disa Patdown	rrayeu items	-Carry-0	n or Ch	eckeu									I	
				1										
Patdown - Flyer					0		4						4	
Property - Special Handling	Charles			1	2		1						1	
Property - Special Handling - Damaged It		u		-									1	
Property - Special Handling - Missing Iten	is - Checked			1	2		1							
Screening Providence (Providence)						1								
Screening - Procedures/Process						1								
2021				1				1			1			14
Customer Service				1					1			1		
Customer Service - TSO				1					1			1	1	
Expedited Passenger Screening Program										1	1			
Expedited Passenger Screening Program			ogram								1			
Expedited Passenger Screening Program	- TSA PreChe	eck								1				
Mishandling of Passenger Property								1					2	
Mishandling of Passenger Property - Dam	aged/Missing	Items	Checke	d Bagga	age			1					2	
Persons w/ Disabilities (PWD)												1		
Persons w/ Disabilities (PWD) - Medical I	Devices - Attac	ched to t	he Bod	у								1		
Property - Special Handling										1		1		
Property - Special Handling - Missing Iten	ns - Checked									1		1		
Screening												1		
Screening - Procedures/Process												1		
2022	2		2	5	5	2								16
Customer Service				1										
Customer Service - TSO				1										
Expedited Passenger Screening Program	2		1	3	5	2								1
Expedited Passenger Screening Program	1			1	1	1								
Expedited Passenger Screening Program	1		1	2	4	1								!
Mishandling of Passenger Property			1											
Mishandling of Passenger Property - Dam	aged/Missii		1											
Screening				1										
Screening - Procedures/Process				1										1

					) Data Too								
ategories												09-Sep	Total
HSV	6	11	7	12	12	7	5	9	7	7	13	10	100
2019				2	4	1	1	4	4	5	4	2	27
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			
Customer Service					2		1	1	2	1			7
Customer Service - TSO					2		1	1	2	1			7
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1							2		3
Mishandling of Passenger Property - Dam	naged/Missing It	emsCheck	ked Baggag	ge							2		2
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checker	1									1
Patdown					1			1					2
Patdown - Flyer					1			1					2
Persons w/ Disabilities (PWD)				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - Mobility [		heelchair o	r Scooter)		1								
Persons w/ Disabilities (PWD) - Visual Im			,									1	
Property - Special Handling								1	1	1	1	•	
Property - Special Handling - Damaged It	ems - Chacked							1	'	1	1		
Property - Special Handling - Missing Iten								1	1	- '	'		
	is - Checkeu					1		1	1	2		1	(
Screening						1			1	2		1	
Screening - Procedures/Process					_			1		2			(
2020	2	2	3	1	1	6			1		2	1	19
Civil Rights	NI-A Torri	l		1									
Civil Rights - Sex/Gender/Gender Identity		ier		1									
Customer Service	2				1	1							
Customer Service - Others	1												
Customer Service - TSO	1				1	1							3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missing It	emsCheck	ked Baggag	ge							1		1
Patdown		1											1
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1				1
Persons w/ Disabilities (PWD) - Mobility [		1											-
Property - Special Handling	,		1			2						1	
Property - Special Handling - Damaged It	ems - Checked		1										
Property - Special Handling - Missing Iten						2						1	3
Screening			2			3							5
Screening - Inconsistency						1							1
Screening - Procedures/Process			1			2							3
Screening - Retrieving Abandoned/Confis	cated Items		1										1
2021				4	1		4	5	2	2	7	7	32
Additional Information Required/Insufficient In	I formation			1	•		-				•	•	1
Additional Information Required/Insufficie		EMAIL ONL	V	1									1
Civil Rights		LIVIAIL OIVE	- '	'			1			1		1	3
Civil Rights - Racial Profiling or Discrimin	otion						1			1		1	3
	1			1			1	1		1	2	1	
Customer Service - Others				ı			ļ į	1		1		- 1	1
				- 1			1			- 1			
Customer Service - TSO				1			1	1			2	1	6
Expedited Passenger Screening Program	L						1	4	2		1	3	11
Expedited Passenger Screening Program								1	_				1
Expedited Passenger Screening Program	- TSA PreChec	K					1	3	2		1	3	10
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missing It	emsChecl	ked Βaί	1									1
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	d Medical S	upplies								1	1
Property - Special Handling	1				1						1		2
Property - Special Handling - Damaged It	ems - Checked				1								1
Property - Special Handling - Missing Iten											1		1
Screening	1										2	1	3
Screening - Inconsistency												1	1
Screening - Inconsistency Screening - Lengthy Lines											2	'	2
2022	4	9	4	5	6								28
Customer Service	1	3	•	1	U								20
Customer Service - CSM	1			1									1
Customer Service - CSM  Customer Service - TCC	1			4									1
	_	^	A	1									
Expedited Passenger Screening Program	3	9	4	4	5								25
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program		2		2	1								5
Expedited Passenger Screening Program	1	7	4	2	4								18
Screening					1								1
Screening - Procedures/Process					1								1

		TSA Contac										
ategories	10-Oct 11-No			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	1	2	2	3	1		1	3	6	5	2	26
2019				1				1	4	1	2	9
Civil Rights				1								
Civil Rights - Sex/Gender/Gender Identity	y- Not Transgender			1								
Customer Service									2			2
Customer Service - Others									1			
Customer Service - TSO									1			
Mishandling of Passenger Property									1			
Mishandling of Passenger Property - Dar	maged/Missing Items	sChecked Bag	gage						1			
Property - Special Handling										1	2	
Property - Special Handling - Damaged I	tems - Checked									1		
Property - Special Handling - Missing Itel	ms - Checked										2	
Screening								1	1			
Screening - Lengthy Lines								1				
Screening - Procedures/Process									1			
2020	1		1	1	1			1	1	4		1
Civil Rights								1				
Civil Rights - National Origin								1				
Customer Service			1	1						1		
Customer Service - TSO			1	1						1		
Mishandling of Passenger Property	1				1							
Mishandling of Passenger Property - Dar	n 1											
Mishandling of Passenger Property - Dar		Checked Bac	idade		1							
Property - Special Handling			5 5							2		
Property - Special Handling - Damaged I	tems - Checked									1		
Property - Special Handling - Missing Itel										1		
Screening									1	1		
Screening - Procedures/Process									1	1		
2021			1	1			1	1	1			
Civil Rights								1	•			
Civil Rights - Racial Profiling or Discrimin	nation							1				
Customer Service			1						1			
Customer Service - Others									1			
Customer Service - TSO			1									
Expedited Passenger Screening Program							1					
Expedited Passenger Screening Program	n - TSA PreCheck						1					
General Aviation				1								
General Aviation - General				1								
2022		2										
Customer Service		1										
Customer Service - TSO		1										
Expedited Passenger Screening Program		1										
Expedited Passenger Screening Program	n - TSA PreCheck	1										

			TSA Contac	ct Center (	TCC) Data	Tool - FOIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	2		1	3	3	1	1	3		3			17
2019						1	1	3					5
Customer Service						1		2					3
Customer Service - TSO						1		2					3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dis	arrayed Items	sCarry-or	or Checked	d				1					1
Property - Special Handling							1						1
Property - Special Handling - Damaged	Items - Check	ced					1						1
2020	2			1	1								4
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility	Disability (No	ot Wheelch	air or Scoot	1									-
Property - Special Handling	1												-
Property - Special Handling - Damaged	lte 1												
Screening					1								1
Screening - Procedures/Process					1								
2021										3			3
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	n - TSA PreC	heck								1			
Patdown										1			1
Patdown - Flyer as Observer										1			1
2022			1	2	2								
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program	n - TSA PreC	heck	1		1								2
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Dai	maged/Missir	ng ItemsC	Checked Bag	2									2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVR	1												1
2020	1												1
Patdown	1												1
Patdown - Flyer	1												1

tegories	10-Oct 1			1-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
-													101
XD	6	3	4	3	6	3	2		6	4			
2019					3	1		3	2	1	3		
Customer Service					1				1				
Customer Service - TSO					1				1				
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missing I	emsChed	cked Baggag	ge						1			
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication ar	nd Medical S	Supplies				1					
Property - Special Handling					1						1		
Property - Special Handling - Missing Item	ns - Carry-On				1								
Property - Special Handling - Missing Item											1		
Screening					1	1		2	1		1		
Screening - Inconsistency								1					
Screening - Lengthy Lines					1			1					
Screening - Procedures/Process					- 1	1		1	1		1		
2020	3	1	1	1	1	2	4				2		
		1	1	1	1		1						
Customer Service	3												
Customer Service - TSO	3						1						
Mishandling of Passenger Property		1		1									
Mishandling of Passenger Property - Dam	aged/Missii	1		1									
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees an	d Casts									1		
Property - Special Handling			1			2							
Property - Special Handling - Damaged Ite	ems - Carry-On		1										
Property - Special Handling - Missing Item	ns - Checked					2							
Screening					1								
Screening - Lengthy Lines					1								
2021		2		1	2		1		4	3	1	2	
Customer Service				1	1		1					1	
Customer Service - TSO				1	1		1					1	
Expedited Passenger Screening Program									3	1	1	1	
Expedited Passenger Screening Program	- TSA Applicat	on Program	m						2				
Expedited Passenger Screening Program									1	1	1	1	
Persons w/ Disabilities (PWD)	TO/TT TOOMST	1								- '			
Persons w/ Disabilities (PWD) - Mobility D	l Disability (N	1											
Prohibited & Permitted Items	lisability (IV	- 1								1			
Prohibited & Permitted Items - Breast Milk	/Baby Formula	/Breact Du	mn							1			
Property - Special Handling	Daby i Oillidia	Dieasti u	ШР		1				1	- 1			
	Chaakad				1				1				
Property - Special Handling - Missing Item	is - Checked	4			- 1				- 1	4			
Screening		1								1			
Screening - Procedures/Process		1								1			
2022	3		3	1									
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	1		1										
Customer Service - TSO	1		1										
Expedited Passenger Screening Program			1	1									
Expedited Passenger Screening Program	- TSA PreChed	k	1	1									
Property - Special Handling	1		1										
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item			1										

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYA										2	2	1	5
2019										1	1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	ggage							1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Ite	ms - Checke	ed								1			1
2020												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2021										1	1		2
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Progran	n - TSA PreC	Check								1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	ggage							1		1

			15A Contac	ct Center (	ICC) Data	1001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS	2		1		1				1		1		(
2020	1				1								2
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Disa	1												
Property - Special Handling					1								
Property - Special Handling - Missing Iten	ns - Checke	d			1								
2021	1								1		1		:
Expedited Passenger Screening Program									1				
Expedited Passenger Screening Program	- TSA PreC	Check							1				
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d							1		
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
2022			1										•
Property - Special Handling			1										
Property - Special Handling - Damaged It	ems - Check	ked	1										

Categories	10-Oct 1		ISA Contac				04 Ann	OF Mov	OC Ium	07 1	00 4	09-Sep	Total
		1-Nov	12-Dec 128	01-Jan	02-Feb 121	03-Mar 77	04-Apr 74	05-May	06-Jun	07-Jul	08-Aug		Total
IAD 2019	125	115	128	153 42	20	38	74 50	93 55	87 56	111 49	129 57	119 57	1,332 424
Civil Rights				42	1	30	50	1	1	49	3		9
Civil Rights - Perceived Religion					- 1			1	1	- 1	3		2
Civil Rights - Racial Profiling or Discrimina	l				1			ı			3	1	5
Civil Rights - Sex/Gender/Gender Identity		der								1	0	'	1
Civil Rights - Transgender Screening	Trunogon	uoi										1	1
Customer Service				4	2	5	7	8	5	6	6		49
Customer Service - Others								1	1	1			3
Customer Service - TSO				4	2	5	7	7	4	5	6	6	46
Locks				5	1	2	4	5	5	4	10	4	40
Locks - General				1							1		2
Locks - Missing or Damaged Lock				4	1	2	4	5	5	4	9	4	38
Lost and Found						1		1	1	6	1	7	17
Lost and Found - Airport/TSA						1		1	1	6	1	7	17
Mishandling of Passenger Property				16	6	15	17	18	19	17	17	15	140
Mishandling of Passenger Property - Dam	ı ıaqed/Missing I	temsC	arry-on Lugo				2	1	1			2	6
Mishandling of Passenger Property - Dam				13	6	12	12	14	13	14	12		106
Mishandling of Passenger Property - Disa				3		3	3	3	5	3			28
Patdown						1	2	1	3		1	3	11
Patdown - Flyer						1	2	1	2		1	3	10
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				1	1	4	4	1	4	4		1	20
Persons w/ Disabilities (PWD) - Autism S	pectrum							1					1
Persons w/ Disabilities (PWD) - Cancer (g		east Car	ncer			2							2
Persons w/ Disabilities (PWD) - Diabetes	ĺ				1	2	1		2				6
Persons w/ Disabilities (PWD) - Medical D	ı Devices - Attacl	ned to th	e Body							1			1
Persons w/ Disabilities (PWD) - Medically				1			1					1	3
Persons w/ Disabilities (PWD) - Mobility [							1			1			2
Persons w/ Disabilities (PWD) - Ostomy/C				/						1			1
Persons w/ Disabilities (PWD) - Service A									1				1
Persons w/ Disabilities (PWD) - Touch Av		iuma)							1				1
Persons w/ Disabilities (PWD) - Wheelcha							1			1			2
Property - Special Handling		giraj		10	4	6	12	11	13	8	11	9	84
Property - Special Handling - Damaged Ite	ı ems - Carrv-Or	)		10	1		12	- ''	1	1	1	1	5
Property - Special Handling - Damaged Ite				4		2	2	3	2	2			23
Property - Special Handling - Missing Item				1		3	2	1		2			14
Property - Special Handling - Missing Item				5	3	1	8	7	10	3	3		42
Screening	lo Giloonou			6	5	4	4	9	5	3	8		54
Screening - Inconsistency				1	2							10	3
Screening - Lengthy Lines							1	2	2		2	1	8
Screening - Procedures/Process				3	3	2	2	7	3	3			37
Screening - Retrieving Abandoned/Confise	l cated Items			2		1							3
Screening - Security Breach						1	1					1	3
2020	53	36	52	50	30	28	8	13	10	12	13		317
Civil Rights	1	2	4	3							1	2	13
Civil Rights - Age	-	1											1
Civil Rights - Racial Profiling or Discrimina	1	1	3									1	6
Civil Rights - Sex/Gender/Gender Identity			1	3							1	1	6
Customer Service	7	5	7	2	2	6		2	2	1		2	36
Customer Service - Others	1		1						1				3
Customer Service - TSO	6	5	6	2	2	6		2	1	1		2	33
Locks	6	5	6	2	4	6	1		2		1	2	35
Locks - Missing or Damaged Lock	6	5	6	2	4	6	1		2		1	2	35
Lost and Found	4	1	1		1	1						1	9
Lost and Found - Airport/TSA	4	1	1		1	1						1	9
Mishandling of Passenger Property	11	12	12	18	8	8	3	3		5	4	2	86
Mishandling of Passenger Property - Dam		1			1							1	3
Mishandling of Passenger Property - Dam		8	11	12	6	5	3	3		4	3	1	66
Mishandling of Passenger Property - Disa		3		6	1	3				1	1		17
Patdown	3		1		1	1							6
Patdown - Flyer	3		1		1	1							6
Persons w/ Disabilities (PWD)	1		1	1	1					1			5
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelch	1										1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway		1									1
Property - Special Handling	13	8	11	14	8	3	3	3	3	4	7	1	78
Property - Special Handling - Damaged Ite			1										2
Property - Special Handling - Damaged Ite		1	1	2	5	1	1		1		1		15
Property - Special Handling - Missing Item		1	4	1				1			1		12
Property - Special Handling - Missing Item		6	5	11	3	2	2	2	2	4	5	1	49
		3		10	5	3	1	5	3	1		2	49
Screening	7				1								1
Screening Screening - Inconsistency	/												5
Screening - Inconsistency	7	1	2	2									
	5	1		2	4	3	1	5	3			2	39
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process					4	3	1	5	3			2	
Screening - Inconsistency Screening - Lengthy Lines	5		7		4	3	1	5	3	1		2	39
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	5 1	1	7		12		1	5 <b>25</b>	3 21	1 <b>50</b>	59		39 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	5 1 1	1	7	8							59		39 1 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	5 1 1	1	7	8			16				59		39 1 3 <b>272</b>
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2021 Airline	5 1 1	1	7	8			<b>16</b>				<b>59</b>	50	39 1 3 <b>272</b> 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2021 Airline Airline - Policy/Regulations/Service	5 1 1 6	1	7 <b>6</b>	8		11	<b>16</b>	25	21	50		50	39 1 3 <b>272</b> 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2021 Airline Airline - Policy/Regulations/Service Civil Rights	5 1 1 6	1	7 <b>6</b>	8		11	<b>16</b>	25	21	<b>50</b>		<b>50</b>	39 1 3 <b>272</b> 1 1 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2021 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Civil Rights Violation (TSA E	5 1 1 6 	1 7	7 <b>6</b> 1	8		<b>11</b>	<b>16</b>	<b>25</b>	21	<b>50</b>	2	<b>50</b>	39 1 3 <b>272</b> 1 1 11
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2021  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Civil Rights Violation (TSA E Civil Rights - Racial Profiling or Discrimina	5 1 1 6 1 Employee) 1 ural and Cerem	1 7 7 onial Itei	7 <b>6</b> 1	8		<b>11</b>	<b>16</b>	<b>25</b>	<b>21</b>	<b>50</b>	2	1	39 1 3 <b>272</b> 1 1 11 11 6

ories  Civil Rights - Sexual Orientation - Not Trar					•	ool - FOIA							
Civil Rights - Sexual Orientation - Not Tran	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	nsgender							1					1
Claims							1						1
Claims - General							1						1
Customer Service			1	4	1	2	2	4	4	5	10	5	38
Customer Service - Others						1					1		2
Customer Service - TSO			1	4	1	1	2	4	4	5	9	5	36
Expedited Passenger Screening Program			1		2	4	1	10	9	24	33	25	109
Expedited Passenger Screening Program	- DoD											1	1
Expedited Passenger Screening Program		ation Proc	1			1						1	3
Expedited Passenger Screening Program			'		2	2	1	10	9	23	33	23	103
			Ontin				- 1	10	9		33	23	
Expedited Passenger Screening Program	- 15A/DH5 E	mployees ·	-			1				1			2
Hazardous Materials Safety			1									1	2
Hazardous Materials Safety - General			1									1	2
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domesti	С							1					1
Locks		1									1		2
Locks - Missing or Damaged Lock		1									1		2
Lost and Found							1	1			2		4
Lost and Found - Airport/TSA							1	1			2		4
Mishandling of Passenger Property	2	1	1	3	3	1	3	2		2		1	19
		ļ.	1	3	3		3					1	3
Mishandling of Passenger Property - Dam			- 1									1	
Mishandling of Passenger Property - Dam		1		3		1	3	2		1			13
Mishandling of Passenger Property - Disa	1				1					1			3
No Jurisdiction								1	1				2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1			1			1	4	1	2	12
	I	- 1	<u> </u>						1	4	ļ		
Patdown - Children						1							2
Patdown - Flyer	1	1	1							4	1	1	
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)		1		1				1		3	1	2	9
Persons w/ Disabilities (PWD) - Autism Sp	oectrum									1			1
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental	Disability							1			1
Persons w/ Disabilities (PWD) - General			,									1	1
Persons w/ Disabilities (PWD) - Internal M	ledical Device	AC		1				1				'	2
. ,			Dadu	1				ı		4	4		
Persons w/ Disabilities (PWD) - Medical D										1	1		2
Persons w/ Disabilities (PWD) - Mobility D		Wheelchai	r or Scoote	r)								1	1
Persons w/ Disabilities (PWD) - Service A	nimals	1											
Prohibited & Permitted Items					1		1		1	1			4
Prohibited & Permitted Items - Firearm/Am	nmunition						1						1
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sha	arp Objects	3		1								1
Prohibited & Permitted Items - Medication/				tems					1	1			2
Property - Special Handling	2	3		1	1	2	2	2	1	5	6	9	
1 Toperty - Opecial Haridilliq													24
	ma Carry O			'					1		0		
Property - Special Handling - Damaged Ite									ı	1		1	2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1			'			2	1	- 1	1	1	1 2	2
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	1	n						1		1 1 1	1	1 2 4	2 6 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1			1		2	2		1	1	1	1 2	2 6 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1	n						1		1 1 1	1	1 2 4	2 6 10 16
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening	1	n			1		2	1	1	1 1 1 2	1 4 1	1 2 4 2	2 6 10 16 23
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency	1	n			1 4		2 4	1	1	1 1 1 2 5	1 4 1 3	1 2 4 2	2 6 10 16 23
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	1	n			1 4 2		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 10 16 23 3
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 1 ss - Checke	n			1 4 2		2 4	1	1 3	1 1 1 2 5	1 4 1 3	1 2 4 2	2 6 10 16 23 3 4
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	1 1 ss - Checke	n			1 4 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 10 16 23 3 4 14
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	1 1 1 s - Checke	3		1	1 4 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 10 16 23 3 4 14 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	1 1 ss - Checke	n	70		1 4 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 10 16 23 3 4 14 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	1 1 1 s - Checke	3	<b>70</b> 3	1	1 4 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 10 16 23 3 4 14 1 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	1 1 1 s - Checke cated Items	3 72		52	1 4 2 1 1 <b>59</b>		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 10 16 23 3 4 14 1 1 319
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	1 1 1 s - Checke cated Items 66 1 1	72 2	3	52 1	1 4 2 1 1 59 2		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 16 23 3 3 4 4 14 1 1 319 9 7 7
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Culture	1 1 1 s - Checke cated Items 66 1 1	72 2 1 nonial Item	3	52 1	1 4 2 1 1 <b>59</b>		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening	1 1 1 s - Checke cated Items 66 1 1	72 2 1 1 nonial Item 1	3 3 s	52 1	1 4 2 1 1 59 2		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 16 12 23 3 4 4 14 1 1 319 5 7 7 1 1 1 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims	1 1 1 s - Checke cated Items 66 1 1	72 2 1 nonial Item 1	3 3 s	52 1	1 4 2 1 1 59 2		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status	1 1 1 set of the control of the cont	72 2 1 nonial Item 1 1 1 1	3 3 s	52 1	1 4 2 1 59 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service	1 1 1 s - Checke cated Items 66 1 1	72 2 1 nonial Item 1 1 1 6	3 3 s	52 1	1 4 2 1 59 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights - Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status	1 1 1 set of the control of the cont	72 2 1 nonial Item 1 1 1 1	3 3 s	52 1	1 4 2 1 59 2 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims Claims - Status Customer Service	1 1 1 set of the control of the cont	72 2 1 nonial Item 1 1 1 6	3 3 s	52 1	1 4 2 1 59 2 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	23 33 44 14 11 319 57 71 11 22 24
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM	1 1 1 service cated Items  66 1 1 1 ral and Ceren	72 2 1 nonial Item 1 1 1 1 6	3 3 s	522 1 1 1	1 4 2 1 1 59 2 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	1 1 1 set of the control of the cont	72 2 1 nonial Item 1 1 6 1 5	3 3 s	52 1 1	1 4 2 1 1 59 2 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail	1 1 1 service cated Items  66 1 1 1 ral and Ceren	72 2 1 nonial Item 1 1 1 6 1	3 3 s	522 1 1 1	1 4 2 1 1 59 2 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General	1 1 1 ss - Checke cated Items 66 1 1 ral and Ceren 5	72 2 1 nonial Item 1 1 1 6 1	3 3 3 5 1 1 3	52 1 1 1 6 6	1 4 2 1 59 2 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 6 1	3 3 3 5 1 1 3 3	52 1 1 1 5	1 4 2 1 1 59 2 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach  1022 1022 1023 1033 104 105 105 105 105 105 105 105 105 105 105	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 6 1 5 1 1 49	3 3 5 1 1 3 3	52 1 1 1 6 6 1 5 35 2	1 4 2 1 1 59 2 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 2 2 4 1 1 1 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 6 1	3 3 3 5 1 1 3 3	52 1 1 1 5	1 4 2 1 1 59 2 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 6 1 5 1 1 49	3 3 5 1 1 3 3	52 1 1 1 6 6 1 5 35 2	1 4 2 1 1 59 2 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  1022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	tated Items  66 1 1 1 ral and Ceren  5 45 - DoD 1 44	72 2 1 nonial Item 1 1 6 1 5 1 49	3 3 5 1 1 3 3 48 1 3	52 1 1 1 5 35 2 3 3 3	1 4 2 1 1 59 2 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	tated Items  66 1 1 1 ral and Ceren  5 45 - DoD 1 44	72 2 1 nonial Item 1 1 6 1 5 1 1 49 3 444	3 3 3 5 1 1 3 3 48 1 3 43	52 1 1 1 5 35 2 3 3 3	1 4 2 1 59 2 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
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Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 6 1 1 1 49 3 44 2	3 3 3 5 1 1 3 3 48 1 3 43 1	52 1 1 5 35 2 3 30 1 1 1 1	1 4 2 1 59 2 1 1 1 4 46 1 45		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
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Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 6 1 1 49 3 44 2 1 1 1 1 2 2 2 1 1	3 3 3 5 1 1 3 3 48 1 3 43 1	52 1 1 5 35 2 3 30 1 1 1 1	1 4 2 1 59 2 1 1 1 4 46 1 45		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 16 23 3 4 4 14 11 319 7 7 11 1 1 22 24 1 1 1 206 3 3 11 1 206 3 3 5 5 5 5 2 2 2 3 3 3 3 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022 Civil Rights Civil Rights - Racial Profilling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 6 1 1 49 3 44 2	3 3 3 5 1 1 3 3 48 1 3 43 1	52 1 1 5 35 2 3 30 1 1 1 1	1 4 2 1 59 2 1 1 1 4 46 1 45		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 100 110 110 110 110 110 110 110 110
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022  Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam. No Jurisdiction - No Referral No Jurisdiction - No Referral	ated Items  66 1 1 1 ral and Ceren  5  45 - DoD 1 44 - TSA/DHS  1 1 2 2 aged/Missii	72 2 1 nonial Item 1 1 1 49 3 444 2 1 1 1 1 2 2 2 1 1 1	3 3 3 5 1 1 3 3 48 1 3 43 1	52 1 1 5 35 2 3 30 1 1 1 1	1 4 2 1 59 2 1 1 1 4 4 46 1 45		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022  Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expe	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	72 2 1 nonial Item 1 1 1 5 1 1 49 3 44 2	3 3 3 5 1 1 3 3 48 1 3 43 1	52 1 1 5 35 2 3 30 1 1 1 1	1 4 2 1 1 559 2 1 1 1 1 4 4 4 4 4 4 4 5 1 1 1 1 1 1 1 1		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	2 6 6 10 10 16 23 3 4 4 14 11 319 9 7 7 11 1 1 22 24 1 1 1 20 3 3 3 11 1 20 6 6 5 5 5 2 2 2 3 3 1 1 2 3 3 3 1 1 2 3 3 3 5 5 5 2 2 3 3 3 1 1 2 3 3 3 1 1 3 3 5 5 5 5 2 2 3 3 3 1 1 3 3 5 5 5 5 2 2 3 3 3 1 1 2 3 3 3 3 1 1 3 3 5 5 5 5 2 2 3 3 3 1 1 3 3 3 5 5 5 5 2 2 3 3 3 1 1 3 3 3 5 5 5 5 2 2 3 3 3 1 1 3 3 3 3 1 3 3 3 3 3 3 3 3
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2022  Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam. No Jurisdiction - No Referral No Jurisdiction - No Referral	ated Items  66 1 1 1 ral and Ceren  5  45 - DoD 1 44 - TSA/DHS  1 1 2 2 aged/Missii	72 2 1 nonial Item 1 1 1 49 3 444 2 1 1 1 1 2 2 2 1 1 1	3 3 3 5 1 1 3 3 48 1 3 43 1	52 1 1 5 35 2 3 30 1 1 1 1	1 4 2 1 59 2 1 1 1 4 4 46 1 45		2 4	1	1 3	1 1 1 2 5	1 4 1 3 1	1 2 4 2 4	34 2 6 6 100 16 23 3 4 14 11 11 319 9 7 7 1 1 1 2 2 2 4 1 1 1 2 2 2 4 1 1 1 2 2 2 3 3 1 1 1 2 6 3 3 1 1 2 6 3 3 3 3 3 3 3 3 3

		Ī	SA Conta	ct Center (	TCC) Data	Tool - FOIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces			1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts			1								1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Too	1												1
Property - Special Handling	3	1	8	3	2								17
Property - Special Handling - Damaged Ite	ems - Carry-	On	4										4
Property - Special Handling - Damaged Ite	1		1	1	1								4
Property - Special Handling - Missing Item	2		2	1									5
Property - Special Handling - Missing Item	ns - Checke	1	1	1	1								4
Screening	6	5	3	4	1								19
Screening - Inconsistency		2											2
Screening - Procedures/Process	6	3	1	4									14
Screening - Retrieving Abandoned/Confis	cated Items		2		1								3

			ISA Conta	ct Center (	icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	1	1	1	1	4	2					1		11
2019						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage		1							1
2020					1	1					1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage							1		1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged It	ems - Check	red				1							1
Property - Special Handling - Missing Iter	ns - Checke	d			1								1
2021		1	1	1	1								4
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	heck			1								1
Mishandling of Passenger Property		1	1	1									3
Mishandling of Passenger Property - Dan	naged/Missii	1	1	1									3
2022	1				2								3
Expedited Passenger Screening Program					2								2
Expedited Passenger Screening Program	- TSA PreC	heck			2								2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

246   258	Categories	40 Oct		TSA Contac				04 Ann	OF Mov	OC Ium	07 1	00 4	00 Can	Total
Section   Page	-	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Chair Rights		245	258	255										
Child Rights - Age														
Cult Rights - Controllations Rights   1   1					2	4	2	4	4	3		11	5	
Coli Rights - National Organ  Coli Rights - Personnel Rights and Collands Community  Coli Rights - Securating of Religious Collands Community  Coli Rights - Securating Collands Collands Collands Collands  Coll Rights - Securating Collands Colla					1	1					1			2
Cold Rights - Processor Philippies   1					- 1									1
Colf Rights - Resident Profilition on Disconnection  1							1							1
Colf Egipts - Secretary of Religipts or Collusion Generals  Colf Egipts - Secretary of Religipts or Collusion Secretary  Colf Egipts - Transparent Secretary  C		l ation			1			4	3	2	3	6	4	
Colf Rights - Send-Center-Center Hearing Nat Transpersery   1			nts		'	1			0			0		1
Cleir Regists - Securation Protections - Net Transpraces  Clicit Protection - Transpraces Control - Company - Compan											1	3	1	6
Cold Rights - Treatsparker Forenering														2
Causerie Service   10		J							1	1		_		2
Custome Service, COMP   1					10	15	15	24	19	17	22	11	19	152
Customer Service - TSO														1
Locks Misring or Damaged Lock  4 2 2 3 6 4 5 6 1 1 S  Locks Misring or Damaged Lock  4 2 2 3 6 6 4 5 6 1 S  Locks Misring or Damaged Lock  4 3 4 3 3 2 2 1 S  Locks Misring or Damaged Lock  4 3 4 3 3 3 2 2 1 S  Misrianding of Passaroger Property  Misrianding of Passaroger Property  Misrianding of Passaroger Property Damaged-Misriang Imma-Carety on Locks  Misrianding of Passaroger Property Damaged-Misriang Imma-Carety Damaged Imma-Carety Dama	Customer Service - Others						3	1		1	1	2		8
Lecke - Missing of Damaged Look  Lead of Carel Angeling Control Property  Look and Found Angeling Control Property  Missing Control Property  Particle Con	Customer Service - TSO				10	15	12	23	19	16	21	8	19	143
Lost and Found	Locks				4	2	2	3	6	4	5	5	1	32
Less and Founds - Append TSA	Locks - Missing or Damaged Lock				4	2	2	3	6	4	5	5	1	32
Maharduring of Plessenger Property - Damaged Making Interna-Certy-on Luggage	Lost and Found				4	3	4	3	3	2		2	1	22
Minhanding of Passanger Proporty - Dampgatodissing Interna-Charled Seq. 17 7 7 12 21 16 18 17 10 14 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 14 14 15 17 10 14 17 17 18 14 17 17 18 14 17 18 14 17 19 19 19 19 19 19 19 19 19 19 19 19 19	Lost and Found - Airport/TSA				4	3	4	3	3	2		2	1	22
Misharding of Plassenger Property - Damaged Missing (Internal Chapter)   1	Mishandling of Passenger Property				20	8	15	27	23	23	21	31	17	185
Michanding of Peacegory Property - Characycoldescay (terres-Carry-or or Checke 3 3 2 5 4 3 3 7 2 2 2 2 2 4 4 5 9 1 2 2 2 4 4 5 9 1 2 2 2 4 4 5 9 1 2 2 2 4 4 5 9 1 2 2 2 4 4 5 9 1 2 2 2 4 4 5 9 1 2 2 2 4 4 5 9 1 2 2 2 4 5 9 1 2 2 2 4 5 9 1 2 2 2 4 5 9 1 2 2 2 4 5 9 1 2 2 2 4 5 9 1 2 2 2 4 5 9 1 2 2 2 4 5 9 1 2 2 2 5 9 1 3 5 7 2 2 2 5 9 1 2 2 5 9							1	1	3	1	1	5	1	13
Mishanding of Passenger Property - Discussived Ilems-Carry con of Deckees   3   3   3   7   2   2							12	21	16	18	17	19	14	141
Petacone Program   3					uggage	1								2
Persons of Disabilities (PMC) - Autism Spectrum	Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked			2	5	4	3				29
Persona w Disabilities (PWD) - Auditary Septem														19
Persons w Disabilities (PWD) - Autorise Spectrum										4				19
Persons w Disabilities (PWD) - Carpiner Persons (Pmoner Monetage) Not Persons (Pmoner w Disabilities (PWD) - Optimizer Appendix Disabilities (PWD) - Optimizer (PWD) - Optim					3	3	2	6	3	1	3	4	3	28
Persons w Disabilities (PWD) - Copiented Mental Disability   1	· · · · · · · · · · · · · · · · · · ·							1						1
Persons w Disabilities (PWD) - Obberted   1									1			1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability	1							1		2
Persona w/ Disabilities (PWD) - Mobility Disability Not Wheechalty necessary with a control of the persons w/ Disabilities (PWD) - Mobility Disability Not Wheechalty or Scored)	Persons w/ Disabilities (PWD) - Diabetes						1	1		1		1		4
Persons w/Dashilities (PWD) - Ostory/Domates   1											1			2
Persons w Disabilities (PWD) - Oxformy/Ostorates   1						1							1	2
Persons w Disabilities (PWD) - Neapristary and Inhabet Equipment			Wheelch	air or Scoote	er)							1		3
Persons w   Disabilities   (PWD) - Visual pragrament   1   2   5								1						1
Persons w Disabilities (PVD) - Visual Impartment   1				ent							1			1
Persons w Disabilities (PWD) - Wheelchair/ Secolet/ Segway   2	· · · ·		rauma)								1		2	3
Prohibited & Permitted Items						1								1
Proporty - Special Handling - Damaged Items - Carry-On		air/ Scooter/	Segway		2		1	1	2					6
Property - Special Handling													1	1
Property - Special Handling - Damaged Items - Checked 3 2 5 5 6 6 1 3 3 Property - Special Handling - Damaged Items - Checked 3 2 5 5 6 6 1 3 3 Property - Special Handling - Missing Items - Carry-On 7 3 4 2 2 2 3 3 3 4 8 8 3 3 Property - Special Handling - Missing Items - Carry-On 7 3 4 2 2 2 3 3 3 4 8 8 3 3 Property - Special Handling - Missing Items - Checked 19 10 11 8 11 13 14 13 7 10 10 11 8 11 13 14 13 7 10 10 11 8 11 13 14 13 7 10 10 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1														1
Property - Special Handling - Damaged Items - Checked 3 2 5 3 2 5 5 6 6 1 3 3 Property - Special Handling - Missing Items - Carry-On 7 3 4 4 2 2 3 3 3 4 8 8 31 Property - Special Handling - Missing Items - Carry-On 7 7 3 4 2 2 3 3 3 4 8 8 31 Property - Special Handling - Missing Items - Carry-On 7 7 3 4 1 2 1 3 14 13 7 100 Property - Special Handling - Missing Items - Carry-On 7 7 1 1 8 8 11 13 14 13 7 100 Property - Special Handling - Missing Items - Carry-On 7 1 1 Property - Screening - Crew Member or Aritine Employee 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						15								199
Property - Special Handling - Missing Items - Checked													4	25
Property - Special Handling - Missing Items - Checked														32
Request for Assistance - Other   1														36
Request for Assistance - Other     1		s - Checked			19	10	11	8	11	13	14	13	7	106
Screening	·													1
Screening - Crew Member or Airline Employee   1														1
Screening - Inconsistency					4	7	7	12	13	14	7	8	10	82
Screening - Lengthy Lines   2 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		oyee					1							1
Screening - Procedures/Process   2 5 2 9 12 14 4 6 7 7 6 5 6														1
Screening - Retrieving Abandoned/Confiscated Items   1														10
Screening - Security Breach					2	5	2	9		14	4			61
2020   94   76   115   97   79   54   4   11   16   24   17   26   61		cated Items							1			1		3
Civil Rights - Constitutional Rights														6
Civil Rights - Constitutional Rights   1								4	11					613
Civil Rights - National Origin   1			1	2	5	3	3			1	2	1	1	24
Civil Rights - National Origin   Civil Rights - Perceived Religion   1		1												1
Civil Rights - Perceived Religion													1	1
Civil Rights - Racial Profiling or Discrimin   4			1											1
Civil Rights - Screening of Religious or Cultural Garments										1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	4		3				1	1		15
Civil Rights - Transgender Screening   1   Customer Service   20   19   30   10   18   9   2   4   9   3   4   128   Customer Service - Others   3   1   2														1
Customer Service         20         19         30         10         18         9         2         4         9         3         4         126           Customer Service - Others         3         1         2         -         -         -         1         7           Customer Service - TSO         17         18         28         10         18         9         2         4         9         3         3         12           Locks         6         2         3         6         7         2         1         2         1         1         3           Locks - Missing or Damaged Lock         6         2         3         6         7         2         1         2         1         1         1         3           Lost and Found         1         2         1         3         4         3         2         1 </td <td>•</td> <td>- Not Transge</td> <td>ender</td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td>3</td>	•	- Not Transge	ender		1	1					1			3
Customer Service - Others         3         1         2           Customer Service - TSO         17         18         28         10         18         9         2         4         9         3         3         12°           Locks         6         2         3         6         7         2         1         2         1         1         3           Locks - Missing or Damaged Lock         6         2         3         6         7         2         1         2         1         1         3           Lost and Found         2         1         3         4         3         2         1         2         1         1         1           Lost and Found - Airport/TSA         2         1         3         4         3         2         1         2         4         2         7         13           Mishandling of Passenger Property         25         12         24         28         21         10         2         4         2         7         13           Mishandling of Passenger Property - Dam         1         9         9         21         20         17         10         2         4         2														1
Customer Service - TSO         17         18         28         10         18         9         2         4         9         3         3         12°           Locks         6         2         3         6         7         2         1         2         1         1         33°           Lost and Found         2         1         3         4         3         2         1         2         1         1         1         33°           Lost and Found         2         1         3         4         3         2         1         2         1         1         1         17°           Lost and Found         Airport/TSA         2         1         3         4         3         2         1         2         4         2         7         138         1         1					10	18	9		2	4	9	3		
Locks														7
Locks - Missing or Damaged Lock											9		3	
Lost and Found														
Lost and Found - Airport/TSA									2	1		1	4	
Mishandling of Passenger Property         25         12         24         28         21         10         2         4         2         7         135           Mishandling of Passenger Property - Dam         2         2         2         1														
Mishandling of Passenger Property - Dam       2       2       2       1         Mishandling of Passenger Property - Dam       19       9       21       20       17       10       2       4       2       6       11         Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage       1								1						
Mishandling of Passenger Property - Dam         19         9         21         20         17         10         2         4         2         6         110           Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage         1         2         4         1         3         6         2         2         1         1         2         2         1         1         2         2         1         1         2         2         1         1         2         2         1         2         1         1         2         2         1         1         2         2         1         1         2         1         1         2         1         1         2         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1         2         1         1							10		2		4	2	7	
Mishandling of Passenger Property - Damaged/Missing Items—Unspecified Luggage       1         Mishandling of Passenger Property - Disal       4       1       3       6       2       1       17         Patdown       5       3       7       3       3       2       1       22         Patdown - Flyer       5       3       6       2       3       2       1       2         Patdown - Flyer as Observer       1       1       1       2       1       2       1       2         Persons W/ Disabilities (PWD)       1       3       4       4       2       1       2       1       2       1         Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment       1       1       1       1       1       3       4       4       2       1       1       3       4       4       2       1       1       3       4       4       2       1       1       3       4       4       2       1       1       3       4       4       2       1       1       3       4       4       2       1       1       3       4       4       4       2       1       1 <td></td> <td>7</td>														7
Mishandling of Passenger Property - Disa       4       1       3       6       2         Patdown       5       3       7       3       3       2       1       24         Patdown - Flyer       5       3       6       2       3       2       1       2         Patdown - Flyer as Observer       1       1       1       2       1       2         Patdown - Non-Flyer       1       3       4       4       2       1       2       1         Persons w/ Disabilities (PWD)       1       3       4       4       2       1       2       1         Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment       1       1       1       1       3       3       2       1       1       3       3       2       1       1       3       4       4       2       1       1       3       4       4       2       1       1       3       3       2       1       1       3       4       4       4       2       1       1       3       4       4       4       2       1       1       3       4       4       2       1       1							10		2		4	2	6	
Patdown         5         3         7         3         3         2         1         24           Patdown - Flyer         5         3         6         2         3         2         1         22           Patdown - Flyer as Observer         1         1         2         1         2         1         2           Patdown - Non-Flyer         1         1         2         1         2         1         2         1         2         1         2         1         1         2         1         1         2         1         1         3         4         4         2         1         1         2         1         3         3         2         1         1         3         2         1         1         2         1         1         2         1         3         2         1         1         2         1         3         2         1         1         3         4         4         2         1         1         3         4         4         2         1         1         3         4         4         2         1         1         3         4         4         2														1
Patdown - Flyer         5         3         6         2         3         2         1         22           Patdown - Flyer as Observer         1         1         3         4         4         2         1         2         17           Persons w/ Disabilities (PWD)         1         3         4         4         2         1         2         17           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment         1         1         1         3         3         4         4         2         1         1         3         3         3         3         3         4         4         2         1         1         3         3         3         4         4         2         1         1         3         3         3         4         4         2         1         1         3         3         3         4         4         2         1         1         3         3         3         4         4         2         1         1         3         3         4         4         2         1         1         3         3         4         4         2         1         1         3         3													1	17
Patdown - Flyer as Observer       1         Patdown - Non-Flyer       1         Persons w/ Disabilities (PWD)       1       3       4       4       2       1       2       17         Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment       1       1       1       3       3       4       4       2       1       1       3       3         Persons w/ Disabilities (PWD) - Diabetes       1       1       1       1       3       3														24
Patdown - Non-Flyer         1           Persons w/ Disabilities (PWD)         1         3         4         4         2         1         2         17           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment         1         1         1         3         3           Persons w/ Disabilities (PWD) - Diabetes         1         1         1         2         2	•	5	3	6		3	2				1			22
Persons w/ Disabilities (PWD)         1         3         4         4         2         1         2         17           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment         1         1         1         1         3           Persons w/ Disabilities (PWD) - Diabetes         1         1         1         2         2					1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment 1 1 1 3 3 4 5 5 6 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7	•													1
Persons w/ Disabilities (PWD) - Diabetes 1 1 1					4				1					17
							1						1	3
Persons w/ Disabilities (PWD) - General   1 1			1	1										2
	Persons w/ Disabilities (PWD) - General				1				1					2

es				· · · · · · · · · · · · · · · · · · ·	•	I - FOIA							
					2-Feb 0	3-Mar 0	4-Apr	05-May (	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D				1 1								1	
Persons w/ Disabilities (PWD) - Mobility L		leeichail o	30001	1									
Persons w/ Disabilities (PWD) - Ostorny/C		1		- 1									
Persons w/ Disabilities (PWD) - Touch Av		'											
Persons w/ Disabilities (PWD) - Wheelcha		1	2			1							
Property - Special Handling	21	22	28	29	19	14	1	3	5	4	8	7	16
Property - Special Handling - Damaged Ite	3	2	3	2			•		2				1
Property - Special Handling - Damaged Ite	4	8	3	4	1	3	1				2	3	2
Property - Special Handling - Missing Item	2	3	5	9	2	3		1		2	2	3	3
Property - Special Handling - Missing Item		9	17	14	16	8		2	3	2	4	1	8
Screening	9	13	14	8	5	10	1	1	5	4	2	4	7
Screening - Crew Member or Airline Empl	oyee		1										
Screening - Inconsistency	1				1								
Screening - Lengthy Lines		3			1	1							
Screening - Procedures/Process	8	9	11	8	3	9	1	1	5	4	2	4	6
Screening - Retrieving Abandoned/Confis	cated Items	1	2										
21	30	32	28	31	35	32	71	75	84	95	108	103	72
Additional Information Required/Insufficient Inf								1		1			
Additional Information Required/Insufficier	nt Information - E	MAIL ONL	_Y					1		1			
Advanced Imaging Technology (AIT)												1	
Advanced Imaging Technology (AIT) - Fly	er											1	
Airline			1				1						
Airline - Lost Baggage							1						
Airline - Policy/Regulations/Service			1										
Civil Rights		3	1	2	1	2	2	1		3	4	2	2
Civil Rights - Age							1						
Civil Rights - Hair Patdowns												1	
Civil Rights - Racial Profiling or Discrimina	ation	1	1	1	1	1	1	1		2	3	1	1
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans	1		1		1					1		
Civil Rights - Sexual Harassment (TSA Er	nployee)	1											
Civil Rights - Sexual Orientation - Not Trai	nsgender									1			
Claims					1				1			2	
Claims - General									1			1	
Claims - Status					1							1	
Customer Service	12	7	7	11	16	8	22	18	24	34	23	26	20
Customer Service - Others		1			1							3	
Customer Service - TCC			2										
Customer Service - TSO	12	6	5	11	15	8	22	18	24	34	23	23	20
Duplicate E-mail				1							1		
Duplicate E-mail - General				1							1		
Expedited Passenger Screening Program			4	1	2	8	15	27	32	29	43	52	21
Expedited Passenger Screening Program	- TSA Application	n Program	1			1	1	4	6	1	2	4	1
Expedited Passenger Screening Program	- TSA PreCheck	(	4	1	2	7	14	23	25	28	41	48	19
Expedited Passenger Screening Program	- TSA/DHS Emp	oloyees - O	pt In						1				
Hazardous Materials Safety					1								
Hazardous Materials Safety - General					1								
Identification (ID) Requirements			1	1			1	1				2	
Identification (ID) Requirements - Domesti	C		1				1	1				1	
Identification (ID) Requirements - ID Matc		3oarding P	ass Iss	1									
Identification (ID) Requirements - Internati	onal Travel												
Locks	1											1	
	1			1	1		1	1		1		1 2	
Locks - General				1	1		1	1		1			
Locks - General Locks - Missing or Damaged Lock				1	1		1			1			
Locks - General Locks - Missing or Damaged Lock Lost and Found											1	2	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA				1			1	1			1	2	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	3	5		1		2	1	5	1	1		2	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missiı	5		1		2	1 1 1	1	1	1	1	2	3
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missiı 3	1 4		1		2	1 1 1 4	5 2 2	1	1	1 3	2	3
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missiı 3	1 4	Checked	6 3	1		1 1 1 4	5 2		1 4 3	1 3 1	2 2	3
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	aged/Missiı 3	1 4	Checked 1	6 3	1		1 1 1 4 2 2 2 3	5 2 2	1	1 4 3	1 3 1	2 2	3 1 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	aged/Missiı 3	1 4	1	6 3	2 1		1 1 1 4 2 2 2 3 2	5 2 2	1	1 4 3	1 3 1	1 1	3 1 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	aged/Missiı 3	1 4		6 3	1		1 1 1 4 2 2 2 3	5 2 2	1	1 4 3 1	1 3 1	2 2 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	aged/Missiı 3 rrayed ItemsCa	1 4	1	6 3	2 1		1 1 1 4 2 2 2 3 2	5 2 2	1	1 4 3 1	1 3 1	1 1	3 1 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General	aged/Missiı 3 rrayed ItemsCa	1 4 arry-on or C	1	6 3 3	2 1		1 1 1 4 2 2 2 3 2	5 2 2	1 1 1	1 4 3 1	1 3 1 2	1 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	aged/Missiı 3 rrayed ItemsCa	1 4	1	6 3	2 1		1 1 1 4 2 2 2 3 2	5 2 2	1	1 4 3 1	1 3 1	1 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General	aged/Missiı 3 rrayed ItemsCa	1 4 arry-on or C	1	6 3 3	2 1		1 1 1 4 2 2 2 3 2	5 2 2	1 1 1	1 4 3 1	1 3 1 2	1 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener-Patdown	aged/Missiı 3 rrayed ItemsCa	1 4 arry-on or C	1	6 3 3	2 1		1 1 1 4 2 2 2 3 2	5 2 2	1 1 1	1 4 3 1	1 3 1 2	1 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General	aged/Missiı 3 rrayed ItemsCa	1 4 arry-on or C	1 1	1 6 3 3 3	2 1		1 1 1 4 2 2 2 3 2 1	1 5 2 2 1	1 1 1 2	1 4 3 1 1 1 2	2	1 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	aged/Missiı 3 rrayed ItemsCa	1 4 arry-on or C	1 1	1 6 3 3 3	2 1		1 1 1 4 2 2 2 3 2 1	1 5 2 2 1	1 1 1 2	1 1 1 1 2	2	1 1	3 1 2 2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	aged/Missii 3 rrayed ItemsCa	1 4 arry-on or C	1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1	1 1 1 2 2 2	1 4 3 1 1 1 2	1 3 1 2 2	1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	aged/Missii 3 rrayed ItemsCa	1 4 arry-on or C	1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1	1 1 1 2 2 2	1 4 3 1 1 1 2	1 3 1 2 2	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	aged/Missin 3 rrayed ItemsCa al 1	1 4 4 7 1	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 1 2 2 2	1 4 3 1 1 1 2	1 3 1 2 2	2 2 1 1 1 1	2
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	aged/Missin 3 rrayed ItemsCa al 1	1 4 4 1 1 1 1	1 1 1	1 6 3 3 3	2 1	2	1 1 1 1 4 2 2 2 3 2 1 1	1 5 2 2 1 1	1 1 1 2 2 2 2	1 4 3 1 1 1 2	1 3 1 2 2	2 2 1 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	aged/Missin 3 rrayed ItemsCa al 1	1 4 4 1 1 1 1	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 1 2 2 2 2	1 4 3 1 1 1 2	2 1 1	2 2 1 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	aged/Missii 3 rrayed ItemsCa al 1 1 Necessary Med s/Amputees and	1 4 4 1 1 1 1	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 1 2 2 2 2 1	1 4 3 1 1 1 2	2 1 1	2 2 1 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Posthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	aged/Missin 3 rrayed Items—Ca al al 1 Necessary Med s/Amputees and nimals air/ Scooter/ Seg	1 4 4 1 1 1 Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 1 2 2 2 2 1	1 1 1 2 2	2 1 1	2 2 1 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mo Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A	aged/Missin 3 rrayed Items—Ca al al 1 Necessary Med s/Amputees and nimals air/ Scooter/ Seg	1 4 4 1 1 1 Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 1 2 2 2 2 1	1 1 1 2 2	2 2 1 1	2 2 1 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items	aged/Missin 3 rrayed Items—Ca al al 1 Necessary Med s/Amputees and snimals air/ Scooter/ Seg	1 4 4 1 1 1 Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 1 2 2 2 2 1	1 4 3 1 1 1 2 1 1 1 2	2 2 1 1	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Posthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded	aged/Missin 3 rrayed Items—Ca al al 1 Necessary Med s/Amputees and snimals air/ Scooter/ Seg	1 4 4 1 1 1 Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 2 2 2 2 1 1 1	1 4 3 1 1 1 2 1 1 2	2 1 1 2	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items	aged/Missin 3 rrayed ItemsCa al al 1 Necessary Med s/Amputees and airr/ Scooter/ Seg I Warrior d Tobacco	1 4 4 1 1 1 Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 2 2 2 2 1 1 1	1 4 3 1 1 1 2 1 1 2	2 1 1 2 2 1 1 1	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items	aged/Missin 3 rrayed Items—Ca  al  1 1 Necessary Med s/Amputees and unimals air/ Scooter/ Seg I Warrior d Tobacco Devices	1 4 4 1 1 1 silication and Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 2 2 2 1 1 1	1 4 3 1 1 1 2 1 1 2	2 1 1 2 2 1 1 1	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic	aged/Missin 3 rrayed Items—Ca  al  1 Necessary Med s/Amputees and unimals air/ Scooter/ Seg I Warrior d Tobacco Devices ols/Razors/Sharp	1 4 4 1 1 1 silication and Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 2 2 2 1 1 1	1 4 3 1 1 1 2 1 1 2	2 2 1 1 2	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic I Prohibited & Permitted Items - Electronic I	aged/Missin 3 rrayed Items—Ca al al 1 Necessary Med s/Amputees and nimals air/ Scooter/ Seg I Warrior d Tobacco Devices bls/Razors/Sharp atches	1 4 4 1 1 1 silication and Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 2 2 2 1 1 1	1 4 3 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 2	2 2 1 1 1 1	1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Patdown - Children Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wounded Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic I Prohibited & Permitted Items - Knives/Toc	aged/Missin 3 rrayed Items—Ca  al  al  1  Necessary Med s/Amputees and nimals air/ Scooter/ Seg I Warrior d Tobacco Devices ols/Razors/Sharp atches Is/Aerosols	1 4 4 1 1 1 silication and Casts	1 1 1	1 6 3 3 3	2 1	2	1 1 1 4 2 2 2 3 2 1	1 5 2 2 1 1	1 1 2 2 2 1 1 1	1 4 3 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 2 2 2 1 1 2	2 2 1 1 1 1	1

							Tool - FOIA							
tegories		10-Oct 1	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Property - Special Handling - Damaged Ite	ems - Carry-O			1			1						
	Property - Special Handling - Damaged Ite	4	5	2		1	1	3	3	2	2	2 1	1	25
	Property - Special Handling - Missing Item	4	3				1	2	3	4	3	3 10	1	31
	Property - Special Handling - Missing Item	5	7		1	2	1	1	1	4	3	3	4	29
	eening	1	1	10	5	7	7	9	10	8	5	5 7	4	74
	Screening - Inconsistency			3	2	4	2	2	1	1			3	18
	Screening - International Screening						1							1
	Screening - Lengthy Lines			2			2	1	2					7
	Screening - Procedures/Process	1	1	5	3	3	2	5	6	7	5	5 7	1	46
	Screening - Retrieving Abandoned/Confis	cated Items						1	1					2
2022	, , ,	121	150	112	133	129								645
Airli	ine				2									3
	Airline - Policy/Regulations/Service				2									3
	mals					1								1
	Animals - Carry-On					1								1
	il Rights	8		4	5									23
	Civil Rights - Age	1												1
	Civil Rights - Constitutional Rights	1												1
	Civil Rights - National Origin	'		1	1									2
		4		3	4	2								14
	Civil Rights - Racial Profiling or Discrimin			3	4									
	Civil Rights - Sex/Gender/Gender Identity	1				2								3
	Civil Rights - Sexual Orientation - Not Tra	1				1								2
Clai		1		1										2
	Claims - Status	1		1										2
	stomer Service	29	41	22	17									128
	Customer Service - Others		1	1		1								3
	Customer Service - TCC		1											1
	Customer Service - TSO	29	39	21	17	18								124
Dup	olicate E-mail	3												3
	Duplicate E-mail - General	3												3
Exp	pedited Passenger Screening Program	56	70	67	70	68								331
	Expedited Passenger Screening Program	4	6	7	5	4								26
	Expedited Passenger Screening Program	52	64	60	65	63								304
	Expedited Passenger Screening Program	- TSA/DHS Er	mployees -	Opt In		1								1
	zardous Materials Safety		. ,	2										2
	Hazardous Materials Safety - General			2										2
	man Capital				1									1
	Human Capital - Prospective Employment	with TSA			1									1
	ntification (ID) Requirements	With TOA	1		- 1									1
	Identification (ID) Requirements - ID Matcl	ning Ticket	1											1
Lock			ı			1								
		2												3
	Locks - Missing or Damaged Lock	2				1								3
	st and Found				1									1
	Lost and Found - Airport/TSA				1									1
	handling of Passenger Property	1	7	2	2									15
	Mishandling of Passenger Property - Dam		3		1									6
	Mishandling of Passenger Property - Dam		3	2	1	1								8
	Mishandling of Passenger Property - Disa	-	1											1
	Jurisdiction	1	2	1	2									9
	No Jurisdiction - Refer to CBP		1	1	2									5
	No Jurisdiction - Refer to Other	1	1			2								4
No S	Subject				1									1
	No Subject - General				1									1
Pato	down		1		7	3								11
	Patdown - Children		1			1								2
	Patdown - Flyer				6	1								7
	Patdown - Flyer as Observer				1									1
	Patdown - General					1								1
	sons w/ Disabilities (PWD)	1	6	2	5									18
	Persons w/ Disabilities (PWD) - Diabetes	•		1										1
	Persons w/ Disabilities (PWD) - General			1										1
	Persons w/ Disabilities (PWD) - Internal M	ledical Dev	1											1
	Persons w/ Disabilities (PWD) - Medical D			Body	1	1								2
	Persons w/ Disabilities (PWD) - Medically													1
	Persons w/ Disabilities (PWD) - Metal Imp		culcation ai	ila ivicalda	Гоприноз	2								2
	Persons w/ Disabilities (PWD) - Mobility	. ,	2											3
	Persons w/ Disabilities (PWD) - Nobility L		1											3
	` ,				4									
	Persons w/ Disabilities (PWD) - Touch Av		auma)		1									1
	Persons w/ Disabilities (PWD) - Visual Im				1									1
	Persons w/ Disabilities (PWD) - Wheelcha		2		2									4
	hibited & Permitted Items	2	1											3
	Prohibited & Permitted Items - Alcohol and		1											1
	Prohibited & Permitted Items - Chemical/h													1
	Prohibited & Permitted Items - Knives/Too	1												1
Prop	perty - Special Handling	5	7	4	8	13								37
	Property - Special Handling - Damaged Ite	2	2	3	2	6								15
	Property - Special Handling - Damaged Ite	2			2	1								5
	Property - Special Handling - Missing Item		4	1	3									10
	Property - Special Handling - Missing Item	1	1		1									7
	, , ,	12	14	7	12									52
	eening	14	1.7	,	12	,								1
Scre	eening Screening - Crew Member or Airline Empl	1												
Scre	Screening - Crew Member or Airline Empl	1	2		4	2								2
Scre	Screening - Crew Member or Airline Empl Screening - Inconsistency	1 1	2	4	1	2								6
Scre	Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - International Screening	1		1										1
Scre	Screening - Crew Member or Airline Empl Screening - Inconsistency		2 4 8	1	1 1 10									

Categories	10-Oct	11-Nov	TSA Conta	act Center ( 01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ICT	10-001	11-NOV					04-Apr 5		19	10	13	<u> </u>	169
2019			_	2			2		5	6	3		36
Civil Rights							1	1					2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimin	ation I							1					1
Customer Service - TSO				1									1
Locks				- 1			1		1	1	1		4
Locks - Missing or Damaged Lock							1		1	1	1		4
Mishandling of Passenger Property					2			1	1	2		3	9
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	Checked Ba	aggage	2			1		2		2	7
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	n or Check	ed					1			1	2
Patdown						2		3	1	1	1	2	10
Patdown - Flyer Patdown - Flyer as Observer						2		3	1	1	1	2	9
Persons w/ Disabilities (PWD)					1					- 1			<u>1</u>
Persons w/ Disabilities (PWD) - Mobility I	l Disabilitv (Not	Wheelch	nair or Sco	oter)	1								1
Property - Special Handling	, ,			,	1				1	1	1	1	5
Property - Special Handling - Damaged It	ems - Checke	ed									1	1	2
Property - Special Handling - Missing Iter	ns - Checked				1				1	1			3
Screening				1				1	1	1			4
Screening - Procedures/Process	-			1	4			1	1	1			4
2020 Civil Rights	7	4		5 6	4	1		1	6 1		2	1	3
Civil Rights - Racial Profiling or Discrimin								1	1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Locks		1			1				2				4
Locks - Missing or Damaged Lock		1			1				2				4
Mishandling of Passenger Property	1	2		1	2	1		1	1		1		10
Mishandling of Passenger Property - Dam		1		4	4	4		4	4		1		7
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		Carry or		1 ed	1	1		1	1				
Patdown	linayed items	Carry-or		2	ı								2
Patdown - Flyer				1									1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelch				1									1
Property - Special Handling	2	1		2 1	1				1		1		9
Property - Special Handling - Damaged It		1			1				1		1		3
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter				2 1									2
Request for Assistance	'			1									1
Request for Assistance - Other				1									1
Screening	3			1 1				2				1	8
Screening - Procedures/Process	2			1 1				1				1	6
Screening - Retrieving Abandoned/Confis								1					2
<b>2021</b> Civil Rights	2	2	<u> </u>	6 3	4		3	10 4	8	4	8	2	<b>52</b>
Civil Rights - Racial Profiling or Discrimin	l ation							2			1		3
Civil Rights - Sex/Gender/Gender Identity		ender						2					2
Customer Service	2			1 1	1			1			1		7
Customer Service - Others				1									1
Customer Service - TSO	2			1	1			1			1		6
Duplicate E-mail				2									2
Duplicate E-mail - General  Expedited Passenger Screening Program				2				2	4	1	4	1	12
Expedited Passenger Screening Program	- TSA Applic	ation Pro	gram					1	2	1	4	1	4
Expedited Passenger Screening Program			9.4					1	2	1	4		8
Identification (ID) Requirements									1	1			2
Identification (ID) Requirements - Domest	ic								1	1			2
Locks					1			1					2
Locks - General					4			1					1
Locks - Missing or Damaged Lock Mishandling of Passenger Property				1	1			1			1		1
Mishandling of Passenger Property - Dam	 naged/Missing	ı Items(	Carry-on Li					ı			1		2
Mishandling of Passenger Property - Dam					1								1
Mishandling of Passenger Property - Disa								1					1
Patdown				1				1	1				3
Patdown - Flyer				1				1	1				3
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Mobility I		Wheelch 1		1									1
Persons w/ Disabilities (PWD) - Ostomy/0 Persons w/ Disabilities (PWD) - Visual Im				1									1
Prohibited & Permitted Items	pairment	1					1		1				3
Prohibited & Permitted Items - Electronic	Devices	1											1
Prohibited & Permitted Items - Firearm/Ar							1						1
Prohibited & Permitted Items - General	mmunition												4
Property - Special Handling	mmunition								1				1
					1		1		1	2			4
Property - Special Handling - Damaged It	ems - Checke						1		1	2			1
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	ems - Checkens - Carry-On				1				1				1
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	ems - Checkens - Carry-On			1			1		1	2		1	1 1 2
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	ems - Checkens - Carry-On			1								1	1 1 2 5
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	ems - Checkens - Carry-On			1			1		1			1	1 1 2

			ISA Contac	x center (	icc) Data	001 - FUIA	٠.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	5	6	11	9	10								41
Customer Service			1	2									3
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	3	6	7	6	9								31
Expedited Passenger Screening Program	1				2								3
Expedited Passenger Screening Program	2	6	7	6	7								28
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown			1										1
Patdown - Flyer			1										1
Screening			1	1	1								3
Screening - Procedures/Process			1	1	1								3

0-4				ct Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	3	3	4	•			2			5		2	34
2019				2	1			1		4			8
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsC	hecked Ba	ggage				1		2			3
Property - Special Handling										2			2
Property - Special Handling - Damaged It										1			1
Property - Special Handling - Damaged It	ems - Checke	ed								1			1
Screening				1									1
Screening - Classified Materials				1									1
2020	1							1				1	3
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Dan	1							1					2
Property - Special Handling												1	1
Property - Special Handling - Damaged It		ed										1	1
2021	1				1		2			1	4	1	10
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											2		2
Expedited Passenger Screening Program	- TSA PreCh	eck									2		2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wounder	Warrior						1						1
Screening					1		1					1	3
Screening - Procedures/Process					1		1					1	3
2022	1	3	4	4	1								13
Customer Service			1	1									2
Customer Service - Others			1	1									2
Expedited Passenger Screening Program	1	1	1										6
Expedited Passenger Screening Program	1	1	1	2	1								6
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Iter	ns - Carry-C	1											1
Screening			1	1									2
Screening - Procedures/Process			1	1									2

			TSA Conta	ct Center (1	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	1	1		3	4	2		1	1	1	2	1	17
2019				1	2	1		1			2	1	8
Customer Service						1							1
Customer Service - TSO						1							1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage	1							1	2
Persons w/ Disabilities (PWD)				1	1						1		3
Persons w/ Disabilities (PWD) - Hearing	Impairment										1		1
Persons w/ Disabilities (PWD) - Visual Im	npairment				1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Iter	ns - Carry-O	n									1		1
2020				1		1			1	1			4
Mishandling of Passenger Property				1		1				1			3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Checked Ba	( 1		1							2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d						1			1
Request for Assistance									1				1
Request for Assistance - Wounded Warri	or (MSIJSO	C)							1				1
2021	1			1									2
Customer Service				1									1
Customer Service - TSO				1									1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
2022		1			2								3
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					2								2
Expedited Passenger Screening Program	- TSA PreC	heck			2								2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG										1			1
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	- TSA Appl	ication Prog	ıram 💮 💮							1			1

ories	10-Oct	11-Nov		01-Jan	CC) Data T 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	9	9	9	7	11	6	7	6	13	10	11	•	1
2019					4	1	6	3	6	3	6		
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	tion				1								
	ition				1	4	4	4					
Customer Service						1	1	1					
Customer Service - TSO						1	1	1					
Locks							2						
Locks - Missing or Damaged Lock							2						
Mishandling of Passenger Property								1			3	1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCar	rry-on Lugga	ge							1		
Mishandling of Passenger Property - Dam											2		
				age									
Mishandling of Passenger Property - Disa	rayed items-	-Carry-on o	r Checked					1					
Patdown											1		
Patdown - Flyer											1		
Property - Special Handling					1		2		1	1	1	1	
Property - Special Handling - Damaged Ite	ms - Checke	d			1		2		1			1	
		u			- '				- '	4			
Property - Special Handling - Missing Item	is - Checked									1	1		
Screening					2		1	1	5	2	1	1	
Screening - Inconsistency											1		
Screening - Lengthy Lines							1		3				
Screening - Procedures/Process					2			1	2	2		1	
		•	•	_		•							
2020	5	3	2	1	1	2		1			1		
Civil Rights												1	
Civil Rights - Hair Patdowns												1	
Customer Service			1										
Customer Service - TSO			1										
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	2	1		1								1	
Mishandling of Passenger Property - Dam	2	1										1	
Mishandling of Passenger Property - Disa		-Carry-on o	r Checker	1									
Prohibited & Permitted Items	rayou nomo	ourly orro	Oncolor	- '									
								1					
Prohibited & Permitted Items - Lighters/Ma	atches							1					
Property - Special Handling		1				2					1	1	
Property - Special Handling - Damaged Ite	ems - Carry-O	n										1	
Property - Special Handling - Damaged Ite						1					1		
Property - Special Handling - Missing Item		1				1							
			1		4	'							
Screening	2	1	- 1		1								
Screening - Lengthy Lines	1												
Screening - Procedures/Process	1	1	1		1								
2021	2	1		1	1	3	1	2	7	7	4	. 5	
Civil Rights	1				1					1			
OTHI INDIA										1			
ŭ .													
Civil Rights - Racial Profiling or Discrimina	1				4								
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening					1								
Civil Rights - Racial Profiling or Discrimina		1		1	1			1		1		2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening		1		1	1			1		1		2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO					1				4	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	1				1				4		4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD	1			1				1	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 - DoD - TSA Applica	1 ation Progra	am		1				1	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 - DoD - TSA Applica	1 ation Progra	am		1				1	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 - DoD - TSA Applica	1 ation Progra	am		1				1	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1 - DoD - TSA Applica	1 ation Progra	am		1				1 1 2	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	- DoD - TSA Applica - TSA PreChe 1	1 ation Progra		1	1				1 1 2 1	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D	- DoD - TSA Applica - TSA PreChe 1	1 ation Progra		1	1				1 1 2 1	1	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Prohibited & Permitted Items	- DoD - TSA Applica - TSA PreChe 1 1 isability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1				1 1 2 1	1	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk	- DoD - TSA Applica - TSA PreChe 1 1 isability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1			1	1 1 2 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Prohibited & Permitted Items	- DoD - TSA Applica - TSA PreChe 1 1 isability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1	3			1 1 2 1	1	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility D Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk	- DoD - TSA Applica - TSA PreChe 1 1 visability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1	3 2		1	1 1 2 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1			1	1 1 2 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Item Screening	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1	2	1	1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discriminal Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	- DoD - TSA Applica - TSA PreCho 1 1 Disability (Not /Baby Formul	1 ation Progra eck Wheelchai	r or Scooter)	1		2	1 1	1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discriminal Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not	1 ation Progra eck Wheelchai	r or Scooter)	1	1	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discriminal Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabiliti	- DoD - TSA Applica - TSA PreCho 1 1 Disability (Not /Baby Formul	1 ation Progra eck Wheelchai	r or Scooter) ump	1		2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Diabetes Persons w/ Disabilities (PWD) - Mobility Diabetes Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Iter Screening Screening - Inconsistency 2022 Customer Service	- DoD - TSA Applica - TSA PreCho 1 1 Disability (Not /Baby Formul	1 ation Progra eck Wheelchai a/Breast P d	r or Scooter) ump 7 1	5 1		2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Iter Screening Screening - Inconsistency 2022 Customer Service Customer Service - TSO	- DoD - TSA Applica - TSA PreChe 1 1 visability (Not /Baby Formul ems - Checke s - Carry-On	1 ation Progra eck Wheelchai a/Breast P d	r or Scooter) ump  7 1 1	5 1 1	5	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not /Baby Formul	1 attion Prograeck  Wheelchai la/Breast P d	r or Scooter) ump  7 1 1 4	5 5 1 1 4		2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency 2022 Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not /Baby Formul	1 ation Prograeck  Wheelchai la/Breast P d  5 1 1 3 ation Progra	r or Scooter) ump  7 1 1 4	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	- DoD - TSA Applica - TSA PreChe 1 1 issability (Not /Baby Formul	1 attion Prograeck  Wheelchai la/Breast P d	r or Scooter) ump  7 1 1 4	5 5 1 1 4	5	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency 2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- DoD - TSA Applica - TSA PreChe 1 1 isability (Not /Baby Formul ems - Checke is - Carry-On 2	1 ation Prograeck  Wheelchai la/Breast P d  5 1 1 3 ation Progra	r or Scooter) ump  7 1 1 4 am	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Deprohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited & Permitted Items	- DoD - TSA Applica - TSA PreChe 1 1 ibisability (Not //Baby Formul ems - Checke s - Carry-On 2 1 - TSA Applica	1 ation Prograeck  Wheelchai la/Breast P d  5 1 1 3 3 ation Progra 3 1	r or Scooter) ump  7 1 1 4 am 4	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Description of the property - Special Handling Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Prohibited & Permitted Items Prohibited & Permitted Items	- DoD - TSA Applica - TSA PreChe 1 1 bisability (Not //Baby Formul ems - Checke s - Carry-On 2 1 - TSA Applica 1 Is/Razors/S	1 ation Prograeck  Wheelchai a/Breast P d  5 1 1 3 3 ation Progra 3 1 1 1	r or Scooter) ump  7 1 1 4 am 4	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Medication	- DoD - TSA Applica - TSA PreChe - TSA Applica - TSA Applica - TSA Prescription/	1 ation Prograeck  Wheelchai a/Breast P d  5 1 1 3 3 ation Progra 3 1 1 1	r or Scooter) ump  7 1 1 4 am 4 1	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Description of the property - Special Handling Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Prohibited & Permitted Items Prohibited & Permitted Items	- DoD - TSA Applica - TSA PreChe 1 1 bisability (Not //Baby Formul ems - Checke s - Carry-On 2 1 - TSA Applica 1 Is/Razors/S	1 ation Prograeck  Wheelchai a/Breast P d  5 1 1 3 3 ation Progra 3 1 1 1	r or Scooter) ump  7 1 1 4 am 4	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Medication	- DoD - TSA Applica - TSA PreChe - TSA Applica - TSA Applica - TSA Prescription/	1 ation Prograeck  Wheelchai a/Breast P d  5 1 1 3 3 ation Progra 3 1 1 1	r or Scooter) ump  7 1 1 4 am 4 1	5 1 1 4 2	<b>5</b>	2		1	1 2 1 1 1 1 1 1 1	4	4	2	

			TSA Conta	ct Center (	TCC) Data '	Tool - FOIA	<b>A</b>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	1	3	4	2	2				1	3	3		16
2019										1			1
Mishandling of Passenger Property										4			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage						4			1
2020	1		1	1						1			4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	1									1
Screening	1		1										2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1												1
2021		1		1	1				1	1			5
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage						1			1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	ems - Checl	1											1
Screening				1	1				1				3
Screening - Procedures/Process				1	1				1				3
2022		2	3		1								6
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1	2		1								4
Expedited Passenger Screening Program	- TSA PreC	1	2		1								4
Patdown		1											1
Patdown - Flyer		1											1

Part	Total
2019	137 6 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights	6 1 3 1 1 18 18 10 10 38 1 25 12 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimination 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 1 1 18 18 10 10 38 1 25 12 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimation  Civil Rights - Streening of Religious or Cultural Garments  Civil Rights - Transgender Screening  Customer Service  Customer Service  2 1 2 1 2 4 7 1 1 1  Locks  Locks - Missing or Damaged Lock  Locks - Missing or Damaged Lock  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property  Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage  Mishandling of Passenger Property - Damaged/Missing Items-Checked Bag  Mishandling of Passenger Property - Damaged/Missing Items-Checked  Mishandling of Passenger Property - Damaged/Missing Items - Carry-On  Mishandling of Passenger Property - Damaged/Missing Items - Carry-On  Mishandling of Passenger Property - Damaged/Missing Items - Carry-On  Mishandling of Passenger Property - Damaged/Missing Items - Carry-On  Mishandling - Damaged Items - Carry-On  Mishandling - Damaged Items - Carry-On  Mishandling - Damaged Items - Carry-On  Mishandling - Missing Items - C	3 1 1 18 18 10 10 10 10 38 1 25 12 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or Cultural Garments	1 18 18 10 10 38 1 25 12 10 9 9 1 1 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service	1 18 18 10 10 38 1 25 12 10 9 1 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - TSO	18 10 10 38 1 25 12 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks	10 10 38 1 25 12 10 9 1 1 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks - Missing or Damaged Lock   4	10 38 1 25 12 10 9 1 1 1 1 1 1 1 1 1 1 6 6 14
Mishandling of Passenger Property         3         4         5         3         6         7         4         3         3           Mishandling of Passenger Property - Damaged/Missing Items—Checked Baq         2         3         1         2         4         5         3         2           Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checket         1         1         3         1         2         4         5         3         2           Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checket         1         1         3         1         2         2         1         1         1           Patdown         Illegan         3         1         2         2         1         1         2         2         1         1         2         2         1         2         2         1         2         2         1         2         2         1         2         3         1         2         1         2         3         1         2         1         1         2         3         1         2         1         2         3         1         2         1         2         3         1         2         1         2<	38 1 25 12 10 9 1 1 1 1 1 1 1 1 1 1 1 6 6 16 1
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage   1	1 25 12 10 9 1 1 8 8 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bat       2       3       1       2       4       5       3       3       2         Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket       1       1       3       1       2       2       1       1       1         Patdown       Flyer       3       1       3       1       2       1       2       1       2       1       2       1       2       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       2       3       1       2       1       3       1       2       3       1       2       3       1       2       1       3       1       2       3       1       2       3       1       2       3	25 12 10 9 1 8 2 1 1 1 1 1 1 1 3 3 1 1 0 6 6 1 6 1 6 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checket 1 1 3 1 2 2 1 1 1	12 10 9 1 8 2 1 1 1 1 1 1 1 3 3 1 1 0 6 6 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1
Patdown - Flyer	10 9 1 8 2 1 1 1 1 1 1 1 3 3 1 10 6 16
Patdown - Flyer       3       1       2       1       2         Patdown - Flyer as Observer       1       1       1       2       3       1       2       3       1       2       3       1       2       3       1       2       3       1       2       3       3       1       2       3       3       1       2       3       3       1       2       3       3       1       2       3       3       3       2       3       3       3       2       3       4       3       6       2       3       3       4       2       1       4       3       6       1       5       7       7       9       9       1       1       3       4       1       1       3       4       1       4       3       6       1       5       7       7       9       9       9       9       1       1       3       4       2       1       4       3       6       1       5       7       7       9       9       9       9       9       9       9       9       9       9       9       9       9       9	9 1 8 2 1 1 1 1 1 1 3 3 3 1 0 6 1 1 4
Patdown - Flyer as Observer	1 8 2 1 1 1 1 1 1 3 3 3 1 10 6 16
Persons w/ Disabilities (PWD) - Diabetes   1	8 2 1 1 1 1 1 1 3 3 1 1 10 6 16
Persons w/ Disabilities (PWD) - Diabetes   2   2	2 1 1 1 1 1 1 33 1 10 6 16
Persons w/ Disabilities (PWD) - Internal Medical Devices   1	1 1 1 1 1 1 33 1 10 6 16
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1 1 1 33 1 10 6 16
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1 1 1 33 1 10 6 16
Persons w/ Disabilities (PWD) - Service Animals	1 1 33 1 10 6 16
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1 1 33 1 10 6 16
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         Property - Special Handling       4       2       1       4       3       6       1       5       7         Property - Special Handling - Damaged Items - Carry-On       1       1       2       1       1       1       3         Property - Special Handling - Missing Items - Carry-On       1       1       1       1       1       3         Property - Special Handling - Missing Items - Checked       3       1       2       1       3       1       4       1         Screening       1       2       1       2       1       3       1       4       1         Screening - Lengthy Lines       1       2       1       2       1       2       1       5       2	1 33 1 10 6 16
Property - Special Handling         4         2         1         4         3         6         1         5         7           Property - Special Handling - Damaged Items - Carry-On         1         1         2         1         1         1         3           Property - Special Handling - Missing Items - Carry-On         1         1         1         1         1         3           Property - Special Handling - Missing Items - Checked         3         1         2         1         3         1         4         1           Screening         1         2         1         3         1         4         1           Screening - Lengthy Lines         2         1         2         1         2         1         5         2	33 1 10 6 16
Property - Special Handling - Damaged Items - Carry-On         Property - Special Handling - Damaged Items - Checked       1       1       2       1       1       1       3         Property - Special Handling - Missing Items - Carry-On       1       1       1       1       1       3         Property - Special Handling - Missing Items - Checked       3       1       2       1       3       1       4       1         Screening       1       2       1       2       1       5       2         Screening - Lengthy Lines       2       1       2       1       2       1       5       2	1 10 6 16
Property - Special Handling - Missing Items - Carry-On       1       1       1       3         Property - Special Handling - Missing Items - Checked       3       1       2       1       3       1       4       1         Screening - Lengthy Lines       1       2       1       2       1       5       2	6 16 14
Property - Special Handling - Missing Items - Carry-On       1       1       1       3         Property - Special Handling - Missing Items - Checked       3       1       2       1       3       1       4       1         Screening - Lengthy Lines       1       2       1       2       1       5       2	6 16 14
Screening         1         2         1         2         1         5         2           Screening - Lengthy Lines         2         2         2         2         2	14
Screening - Lengthy Lines 2	
	2
Screening - Procedures/Process         1         2         1         2         1         3         2	12
2020 8 13 17 14 17 11 2 2 6 5 9 7	111
Advanced Imaging Technology (AIT) 1	1
Advanced Imaging Technology (AIT) - Flyer 1	1
Civil Rights 1 1 1 1 1 1	5
Civil Rights - Age 1	1
Civil Rights - Perceived Religion 1	1
Civil Rights - Racial Profiling or Discrimination 1 1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1	1
Customer Service         3         1         3         4         1         1         2           Customer Service - Others         1	15
Customer Service - Others         1           Customer Service - TSO         3         1         2         4         1         1         2	14
Locks 1 3 2	6
Locks - Missing or Damaged Lock 1 3 2	6
Lost and Found 1	1
Lost and Found - Airport/TSA 1	1
Mishandling of Passenger Property 5 2 6 1 3 4 1 2 1 2	27
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage 1 2 1	4
Mishandling of Passenger Property - Dam 4 1 6 1 1 1 2 1 2	19
Mishandling of Passenger Property - Disa 1 1 1 1	4
Patdown 1	1
Patdown - Flyer 1	1
Persons w/ Disabilities (PWD)         2         2         1         2         1         2         1	11
Persons w/ Disabilities (PWD) - Diabetes 1 1	2
Persons w/ Disabilities (PWD) - General 1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medicatior 1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1 1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees 1 1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)  1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway         1           Property - Special Handling         3         4         2         6         1         5         1         1         2         4         2	1
Property - Special Handling         3         4         2         6         1         5         1         1         2         4         2           Property - Special Handling - Damaged Items - Carry         1         <	31
Property - Special Handling - Damaged Items - Carry Property - Carr	5
Property - Special Handling - Missing Items - Carry-On 1 1 2	4
Property - Special Handling - Missing Item 2 3 1 5 1 1 1 3 1	18
Screening 1 2 4 1 2 1 2	13
Screening - Inconsistency	1
Screening - Lengthy Lines 1	1
Screening - Procedures/Process 1 1 3 1 2 2	10
Screening - Security Breach 1	1
2021 8 12 7 2 7 15 6 15 16 24 12 19	143
Airline 1	1
Airline - Policy/Regulations/Service	1
Civil Rights 3 2 1	6
Civil Rights - Racial Profiling or Discrimination 1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 2 1 1	4
Civil Rights - Transgender Screening 1	1
Claims 1	1
Claims - Status 1	1
Customer Service 1 2 1 2 1 1 6 3 2 4	23
Customer Service - Others 1 1 1 1	3
Customer Service - TSO 1 2 1 1 1 5 2 2 4	20
Expedited Passenger Screening Program 1 1 2 3 6 6 12 7 8	46

gories	10_Oot		TSA Conta		•			05-May	NG_ lun	07. 11	08-4~	00-500	Total
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program			_					1	2			1	
Expedited Passenger Screening Program	- TSA PreCh	neck	1		1	2	3	5	4	11	7	7	
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										
Mishandling of Passenger Property	2	5	1	1	1	3		1	2		1		
Mishandling of Passenger Property - Dam	aged/Missii	2				1			1				
Mishandling of Passenger Property - Dam	1	2	. 1	1	1	1		1	1		1		
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Item	1				1							
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown	1	1				1			1			1	
Patdown - Flyer	1	1				1			1			1	
Persons w/ Disabilities (PWD)										1	2		
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	tal Disability	/						1			
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - Touch Av		trauma)									1		
Prohibited & Permitted Items	/I= = v	1	1						1	1			
Prohibited & Permitted Items - Food/Beve	rages									1			
Prohibited & Permitted Items - Liquids/Gel		1	1						1	'			
Property - Special Handling	4	1			3	3	2	2		4		1	
Property - Special Handling  Property - Special Handling - Damaged Ite				- 1	3	3			4	2		- 1	
Property - Special Handling - Damaged Ite		1				1		2					
					1		1			1			
Property - Special Handling - Missing Item			4						4				
Property - Special Handling - Missing Item	4	0	1		2				4	1		1	
Screening		2	1			1			2	1		2	
Screening - Children						1							
Screening - Inconsistency										1			
Screening - Procedures/Process		2							2			2	
2022	32	37	38	34	29								1
Airline	1												
Airline - Lost Baggage	1												
Civil Rights	2			1									
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	ender		1									
Civil Rights - Transgender Screening	1												
Customer Service	2	4	2	1	2								
Customer Service - TSO	2	4			2								
Expedited Passenger Screening Program	22	25											
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	3	2	3	4									
Expedited Passenger Screening Program	19	23			20								
	19	23	30	21	1								
Lost and Found					1								
Lost and Found - Airport/TSA													
Mishandling of Passenger Property	1			2									
Mishandling of Passenger Property - Dam		g itemsC	arry-on Lug	2									
Mishandling of Passenger Property - Dam	1												
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Patdown	1				2								
Patdown - Flyer	1				2								
Persons w/ Disabilities (PWD)		2		1									
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication	n and Medic	1									
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1											
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1											
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Breast Milk	/Baby Form	1											
Property - Special Handling	3	3		2	1								
Property - Special Handling - Damaged Ite			1										
Property - Special Handling - Damaged Ite			1										
Property - Special Handling - Missing Item		1											
Property - Special Handling - Missing Item	,	2		1	1								
Screening	1	2											
<u> </u>				1	2								
Screening - Inconsistency		2			_								
Screening - Procedures/Process			1	1	2								

			ISA Conta	ct Center	(ICC) Data	1001 - FUIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INL		2	1		1			1		2	3	2	12
2019								1			2	1	4
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property											1	1	;
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	arry-on Lug	ggage								1	
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	hecked Ba	ggage							1		
Property - Special Handling								1					
Property - Special Handling - Damaged	tems - Chec	ked						1					
2020										1	1		
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d						1			
Property - Special Handling											1		
Property - Special Handling - Missing Ite	ms - Checke	d									1		
2021			1		1					1		1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d								1	
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Liquids/G	els/Aerosols		1										
Screening					1					1			
Screening - Procedures/Process					1					1			
2022		2											;
Screening		2											
Screening - Inconsistency		2											- 1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPL	1		1		2				1			1	6
2019					1								1
Property - Special Handling					1								1
Property - Special Handling - Missing Item	ns - Checke	d			1								1
2021									1			1	2
Customer Service									1				1
Customer Service - TSO									1				1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
2022	1		1		1								3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
No Jurisdiction			1		1								2
No Jurisdiction - Refer to CBP			1		1								2

			I SA Contac	i center (	CC) Dala	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT	1			2		1			1		1	1	7
2019				2		1					1		4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Baç	1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Iter	ns - Checke	d				1							1
Screening				1									1
Screening - Procedures/Process				1									1
2020	1												1
Patdown	1												1
Patdown - Flyer as Observer	1												1
2021									1			1	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram									1	1
Patdown									1				1
Patdown - Flyer									1				1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IRK			1					1			1		3
2019								1			1		2
Civil Rights											1		1
Civil Rights - Age											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2020			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1										1

			Contact Cente									
Categories	10-Oct 11-	Nov 12	2-Dec 01-Ja	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	17	14	13	21 1	8 10	10	8	6	13	18	8	156
2019				6	4 4	5	4	1	5	8	3	40
Customer Service				1		1	1			3		6
Customer Service - Others										2		2
Customer Service - TSO				1		1	1			1		4
Locks					1				1			2
Locks - General					1							1
Locks - Missing or Damaged Lock									1			1
Lost and Found					1						1	2
Lost and Found - Airport/TSA					1						1	2
Mishandling of Passenger Property					2 1	3	2		1	2	1	12
Mishandling of Passenger Property - Dam	l named/Missing Ite	msChecl	ked Bannane		2 1	2	2		1			9
Mishandling of Passenger Property - Dam										1		1
Mishandling of Passenger Property - Disa						1				- '	1	2
Patdown	liayed itellisCa	arry-orr or c	Silecked	1	1				1		1	3
				1								
Patdown - Flyer				1	1				1			3
Property - Special Handling				3	1		1	1	2		1	11
Property - Special Handling - Damaged It									1			1
Property - Special Handling - Damaged It				1				1		1	1	4
Property - Special Handling - Missing Iten	ns - Checked				1		1		1			6
Screening				1	1	1				1		4
Screening - Children						1						1
Screening - Procedures/Process				1	1					1		3
2020	5	3	6	5	1 5			1		2		28
Civil Rights		1			1							2
Civil Rights - Racial Profiling or Discrimina	ation	1										1
Civil Rights - Transgender Screening					1							1
Customer Service		1	1		'							2
Customer Service - Others		1										
Customer Service - Others  Customer Service - TSO		1	1									1 4
	4			4	4			4				
Mishandling of Passenger Property	1	0	2		1			1				6
Mishandling of Passenger Property - Dam		msC	2	1	1			1				5
Mishandling of Passenger Property - Disa												1
Patdown	1		1		2							4
Patdown - Flyer			1		2							3
Patdown - Flyer as Observer	1											1
Persons w/ Disabilities (PWD)	2			1						1		4
Persons w/ Disabilities (PWD) - Internal N	/ledical Devices			1								1
Persons w/ Disabilities (PWD) - Medically	1											1
Persons w/ Disabilities (PWD) - Respirato	1											1
Persons w/ Disabilities (PWD) - Service A	Animals									1		1
Property - Special Handling	1		1	1	2							5
Property - Special Handling - Damaged It	ems - Checked				1							1
Property - Special Handling - Missing Iten			1	1	1							4
Screening		1	1	2						1		5
Screening - Lengthy Lines		1		_						•		1
Screening - Procedures/Process			1	1						1		3
Screening - Retrieving Abandoned/Confis	cated Items			1						- '		1
2021	1		2		1 1	5	4	4	8	8	5	41
Civil Rights	<u> </u>					1	-		- 0			1
	otion					1						1
Civil Rights - Racial Profiling or Discrimina	1			1				2		1		6
Customer Service				•		2		2				
Customer Service - TSO				1		2		2		1		6
Expedited Passenger Screening Program	L					2	2		7		3	18
Expedited Passenger Screening Program						2	2		6		3	17
Expedited Passenger Screening Program	- TSA/DHS Emp	oloyees - C	pt In						1			1
Mishandling of Passenger Property			1					1				2
Mishandling of Passenger Property - Dam			1									1
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or (	Checked					1				1
No Jurisdiction				1								1
No Jurisdiction - Refer to FAA				1								1
Patdown										1	1	2
Patdown - Flyer										1	1	2
Property - Special Handling	1				1 1			1	1			7
Property - Special Handling - Damaged It					1			1				2
Property - Special Handling - Damaged It					1				1	1		3
Property - Special Handling - Missing Iten												1
Property - Special Handling - Missing Iten										1		1
	is - Checked		4				2			- 1	1	
Screening Children			1				2				1	4
Screening - Children			1									
Screening - Inconsistency							1					1
Screening - Procedures/Process					_		1				1	2
2022	11	11	5		2							47
Civil Rights	L				1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgende				1							1
Customer Service	1	1	1									3
Customer Service - TSO	1	1	1									3
Expedited Passenger Screening Program	7	9	4	8 1	0							38
Expedited Passenger Screening Program	- TSA Appl	2	1	1								4
Expedited Passenger Screening Program		7	3		0							34
,		•			1							1
Patdown												
Patdown - Children												- 1
Patdown - Children					1							1
Patdown - Children Property - Special Handling	2											2
Patdown - Children Property - Special Handling Property - Special Handling - Damaged It	2											2
Patdown - Children Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	2 9 1 1											2 1 1
Patdown - Children Property - Special Handling Property - Special Handling - Damaged It	2	1										2

Screening - Procedures/Process   1	Categories	10-Oct 11-		12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
The second denote			1	12-066	v 1-va11	04-1.6D	UU-IVIAI	v-r-Aþi	00-iviay	oo-oun	or-out	vv-Aug	00-0eh	10tai 2
1			3		1				1		3	1	2	11
Caustered Revices   1														4
Cauthors Banks, TRO Materializery of Possesper Property - Description (1998) February of Possesper P														2
Methorating of Prescript Protect Demagnificancy (press, Oracled Dispage)  Patition: Player  Testion: Player  Testion: Player  Testion Player									1				1	2
Personant   Program   Pr											1			1
Pattorn - Flyer  Carlot Rights - Road Phalling of Discommutation  Loud Rights - Road Phalling of Discommutation  Microarding of Presenting Property - Duraspellshases   1  Microarding of Presenting Property - Duraspellshases   1  September Anneanded Research Property - Duraspellshases   1  Pattorn - Road Phalling of Discommutation   1  Carlo Rights - Road Phalling or Discommutation   1  Carlo Rights - Road Phalling Phall	Mishandling of Passenger Property - D	amaged/Missing Ite	msChe	ecked Ba	ggage						1			1
Cycle   Register   Road Profiling or Disserimination   Cactering Services   Cactering Servi	Patdown										1			1
Cold Rigids	Patdown - Flyer										1			1
Colleting Foundation Parties of Descriptions 1  Mishanding of Preserge Property Compagnifiles on 1  Seguent Compagnification of Preserge Property Compagnifiles on 1  Expectation Seguent Compagnification of 1  Seguent Compagnification of Property Compagnifiles on 1  Featoward Compagnification of Preserge Property Compagnifiles on 1  Mishanding Compagnification of Preserge Property Compagnification of Propert			2		1							1		4
Customer Service														1
Customer Service - 1790   1		nination	1											1
Minimarching of Prescript Property   Damaged Minist   1   1   1   1   1   1   1   1   1														1
Matheraliting of Passerger Propriery - Commangent Meeting International Control of Begings					1									1
Michandring of Peneograp Property - Description   1   1   1   1   1   1   1   1   1		104	1									1		2
1														1
Exception Presenger Program   SA PricChook		amaged/Missing Ite	msChe	ecked Ba	ggage							1		1
Expedited Peaserge Scenering Program - 18A Prec'hook   1											1			2
Patitions - Fjert   1   1   1   1   1   1   1   1   1		TCA Des Charale												1
Pattonan - Flyer  Over Rights - Racial Profiling or Discrimination  1		am - TSA Precheck									1		I	1
Cool Rights - Racial Profiling or Discrimination														1
Covi Rights - Racal Profiling or Discrimination 1 1 4 7 9 16 8 7 8 2 8 11 8 9 2019  Castomer Service - Others Customer Service - Others Customer Service - Others Customer Service - TSO 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	•		4								1			1
Cold Registe - Recoal Profiling of Discrimination   1			1											1
11		l nination	1											1
2019				7	Q	10	۹ (	7	5	2	5	11	5	84
Customer Service - Offens		1	-											24
Customer Service - Others									•	•	•		•	3
Customer Service - TSO					'									1
Lacks Locks - Missing or Damaged Lock   1   2   1   1   1   2   1   1   1   1					1		1							2
Melshandfling of Passenger Property - Darasget/Missing Items-Checked Baggage					1		2							3
Melshandfling of Passenger Property - Darasget/Missing Items-Checked Baggage	Locks - Missing or Damaged Lock				1									3
Methandfling of Passenger Property - Disarrayed Items-Carry-on or Checker					1	1		2		1	1	1		7
Patdown - Flyer	Mishandling of Passenger Property - D	amaged/Missing Ite	msChe	ecked Ba	ggage	1		2		1	1	1		6
Persons w Disabilities (PWD)	Mishandling of Passenger Property - D	isarrayed ItemsCa	rry-on o	r Checke	( 1									1
Persons W Disabilities (PWD)   1	Patdown						1		2			1		4
Persons w/Daabilities (PMD) - Mobility Disability (Not Wheelchair of Scooler)							1		2			1		4
Property - Special Handling - Damaged Items - Checked   1   1   2   1   1   1   2   1   1   1									1			1		2
Property - Special Handling - Missang Items - Chrecked		ty Disability (Not Wh	eelchai	r or Scoo	ter)									2
Property - Special Handling - Missing Items - Carry-On   1   2   2   2   2   3   2   4   2   1   1   1   2   2   2   2   3   2   4   2   1   1   1   2   2   2   3   2   4   2   1   3   1   3   5   2   2   3   2   4   2   1   3   3   5   2   3   3   3   3   3   3   3   3   3									1			2		4
Property - Special Handling - Missing Items - Checked   1   2   2   3   2   4   2   1   1   1   2   2   2   2   2   2													1	1
Screening									1					1
Screening - Procedures/Process   1		tems - Checked			4							2		2
2														1
Customer Service - Others		•	2	•			•	- 1			- 1	- 4	2	
Customer Service - Others														4
Customer Service - TSO														1
Looks   Missing or Damaged Lock				2										3
Locks - Missing or Damaged Lock													1	1
Mishandling of Passenger Property - Damaged/Misis   1													1	1
Mishandling of Passenger Property - DamagedMissis		2	2				2					1		7
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	Mishandling of Passenger Property - D	amaged/Missii	1											1
Patdown   1	Mishandling of Passenger Property - D	am 2	1				1					1		5
Patdown - Flyer	Mishandling of Passenger Property - D	isarrayed ItemsCa	rry-on o	r Checke	d		1							1
Persons w/ Disabilities (PWD)	Patdown					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment   1						1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices   1				1							1			2
Property - Special Handling											1			1
Property - Special Handling - Damaged Items - Checked		al Medical Devices		1										1
Property - Special Handling - Missing Items - Checked   1								1					1	4
Screening - Procedures/Process					1	1							1	3
Screening - Procedures/Process   1   2   3   1   1   3   5   2   2   2		ierns - Checked						1						1
2 3 1 1 3 5 2 2   2   3 1 1 3 5 2 2   2   3 1 1 3 5 5 2 2 2   3 1 1 3 5 5 2 2 2   3 1 1 3 5 5 2 2 2   3 1 1 1 3 5 5 5 2 2 2   3 1 1 1 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5														1
Civil Rights         1         1         1           Civil Rights - Racial Profiling or Discrimination         1         1           Civil Rights - Sexual Orientation - Not Transgender         1         1           Customer Service         1         1           Customer Service - TSO         1         2         1         2         3         1         9           Expedited Passenger Screening Program         2         1         2         3         1         9         9         1         9         1         9         1         9         1         9         1         9         1         9         1         9         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         2         3         1         9         1         2         3         1         9         1 <th< td=""><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>•</td><td>1</td></th<>					1								•	1
Civil Rights - Racial Profiling or Discrimination       1         Civil Rights - Sexual Orientation - Not Transgender       1         Customer Service       1         Customer Service - TSO       1         Expedited Passenger Screening Program       2       1       2       3       1       9         Expedited Passenger Screening Program - TSA PreCheck       2       1       2       3       1       9         Identification (ID) Requirements       1       1       2       3       1       9         Patdown (ID) Requirements - Domestic       1       1       1       1       1       1       1       1       1       1       1       1       1       1       2       3       1       9       1       2       3       1       9       1       2       3       1       9       1       2       3       1       9       1       2       3       1       9       1       2       3       1       9       1       2       3       1       1       1       2       1       1       3       1       2       1       1       3       3       1       2       3       1       3       <		3	1				2		1	1		5	2	21
Civil Rights - Sexual Orientation - Not Transgender		nination									1			1
Customer Service         1           Customer Service - TSO         1           Expedited Passenger Screening Program         2         1         2         3         1           Expedited Passenger Screening Program - TSA PreCheck         2         1         2         3         1         9           Identification (ID) Requirements         1         2         1         1         1         2         1         1         1         1         1         2								- 1			1			1
Customer Service - TSO       1         Expedited Passenger Screening Program       2       1       2       3       1       9         Expedited Passenger Screening Program - TSA PreCheck       2       1       2       3       1       9         Identification (ID) Requirements       1       2       3       1       9         Identification (ID) Requirements - Domestic       1       2       1       1       1       2       1       1       2       1       2       1       1       2       1       1       2       1       2       1       2       1       2       1       2       2       1       2       2       1       2       2       1       2       2       2       1       2       2       2       2       1       2       2       2       2       1       2       2       2       2       2       2       2       2       2       2       2       2       2		i ransgender	1								ı			1
Expedited Passenger Screening Program   2														1
Expedited Passenger Screening Program - TSA PreCheck 2 1 2 3 1 2   Identification (ID) Requirements   Identification (ID) Requirements - Domestic   I   Identification (ID) Requirements - Domestic   Identification (ID) Requirements - Domestic   I   Identification (ID) Requirements - Domestic   Identification (ID) Requirements - Identification (ID) Requirements							2			1	2	3	1	9
Identification (ID) Requirements		am - TSA PreCheck								1			1	9
Identification (ID) Requirements - Domestic								1			_		*	1
Patdown         1         1         1           Patdown - Flyer         1         1           Patdown - General         1         1           Persons W/ Disabilities (PWD)         1         1           Persons W/ Disabilities (PWD) - Service Animals         1         1           Property - Special Handling - Special Handling - Special Handling - Damaged It         1         1           Property - Special Handling - Missing Iten         1         1           Screening         1         1           Screening - Procedures/Process         1		estic						1						1
Patdown - General												1	1	2
Patdown - General													1	1
Persons w/ Disabilities (PWD) - Service Animals												1		1
Property - Special Handling         2         1         1         4           Property - Special Handling - Damaged It         1         1         1         2           Property - Special Handling - Missing Iten         1         1         2         3         4         3         4         3         4         3         4 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td>1</td></t<>									1					1
Property - Special Handling - Damaged It Property - Special Handling - Missing Iten 1 1 Screening Screening - Procedures/Process 1									1					1
Property - Special Handling - Missing Iten 1 1 1 Screening 1 Screening - Procedures/Process 1								1						4
Screening 1 Screening - Procedures/Process 1												1		2
Screening - Procedures/Process 1								1						2
														1
zuzz   6 1 4 3 5														1
	2022	6	1	4	3									19

			SA CUIILA	ct Center (	oc) Data	1001 - FOIF	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Expedited Passenger Screening Program	3	1	1	1	3								9
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	2	1	1	1	2								7
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domest	ic			1									1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	1										1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d	1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	1										1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	2			1									3
Screening - Procedures/Process	2			1									3

Categories	10.004			act Center (				OE Marr	06 1	07 11	00 A	00 86	Total
-		11-Nov 17	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	10	17	1		19		20	16	16	13		9	186
2019				2			12	9	4	8		7	59
Customer Service - TSO					2		6	3	1	1			16
Locks							0	1	I	I	1		16
Locks - Missing or Damaged Lock								<u>1</u>			1		2
Lost and Found					1		1	ı			1		3
Lost and Found - Airport/TSA					1		1				1		3
Mishandling of Passenger Property					2	2	2	1		1		2	11
Mishandling of Passenger Property - Dam	l naged/Missing	ItemsC	Carry-on Lu	lagage			1						1
Mishandling of Passenger Property - Dam					2	1		1		1	1	1	7
Mishandling of Passenger Property - Dam												1	1
Mishandling of Passenger Property - Disa						1	1						2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Men	tal Disabili	ty								1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal N	ledical Device	s								1			1
Property - Special Handling				2			2	1	2	1		2	10
Property - Special Handling - Damaged Ite		t		1						1		1	3
Property - Special Handling - Missing Item				1			1	1	1				4
Property - Special Handling - Missing Item	ns - Checked						1		1			1	3
Screening						1	1	3	1	3	2		13
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1	1	2	1	3	2	1	11
Screening - Security Breach	_							1					1
2020 Civil Pighto	5	4	,	7 8	3	5	1	2	3	<u>1</u>		1	41
Civil Rights Pagial Profiling or Discrimin	otion												1
Civil Rights - Racial Profiling or Discrimina Customer Service	ation 3	2	)	4	2	1		1		1		1	1 14
Customer Service - TSO	3	2		4	2			1				1	14
Lost and Found	3			1				ı					14
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1			2 2	1	2			1				9
Mishandling of Passenger Property - Dam				2 1	1	2			1				8
Mishandling of Passenger Property - Disa		Carry-or											1
Patdown	l ,	,		1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatio	n and Med	ical Supplies			1						1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											1
Property - Special Handling		1		2 1		1			2		1		8
Property - Special Handling - Damaged Ite	ems - Carry-O	n				1							1
Property - Special Handling - Missing Item	ns - Checke	1		2 1					2		1		7
Screening	1			1 1		1		1					5
Screening - Procedures/Process	1			1		1		1					4
Screening - Security Breach	_			1									1
2021	2	4		1 4	7	8	7	5	9	4	4	1	56
Civil Rights		1						1					2
Civil Rights - Age	mpleyee)	1						1					1
Civil Rights - Sexual Harassment (TSA Er Customer Service	ilpioyee)	3		2	3	3	1	1	4	3	2		22
Customer Service - TSO		3		2	3			1	4	3			22
Expedited Passenger Screening Program			,	1	3	3		2	1	1			6
Expedited Passenger Screening Program	- TSA PreChe	eck		1				2	1	1			6
Mishandling of Passenger Property	l	JOR		1		1					1		2
Mishandling of Passenger Property - Dam	l naged/Missing	ItemsC	Checked Ba			1							2
Patdown	1		J. IOOKOU D.		1		2		1			1	5
Patdown - Children					1								1
Patdown - Flyer							2		1			1	4
Persons w/ Disabilities (PWD)					1	1	1	1					4
Persons w/ Disabilities (PWD) - Autism Sp					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatio	n and Med	ical Supplies		1		1					2
Persons w/ Disabilities (PWD) - Service A	Animals						1						1
Property - Special Handling				1		2	2		1				7
	1			4		1	1						3
Property - Special Handling - Damaged Ite	1 ems - Carry-O			1									
Property - Special Handling - Damaged Ite	1 ems - Carry-O ems - Checked			1		1	1						2
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 ems - Carry-O ems - Checked ns - Carry-On			1					1				1
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 ems - Carry-O ems - Checkeons - Carry-On			1		1	1						1
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 ems - Carry-O ems - Checked ns - Carry-On			1	2	1	1		2		1		1 1 8
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 ems - Carry-O ems - Checked ns - Carry-On 1			1		1	1		2				1 1 8 2
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	1 ems - Carry-O ems - Checker ns - Carry-On 1 1	d			2	1	1		2		1		1 1 8 2 6
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022	1 ems - Carry-O ems - Checked ns - Carry-On 1	9	) ;	8 6	2	1	1		2				1 1 8 2 6 30
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Customer Service	1 ems - Carry-O ems - Checker ns - Carry-On 1 1	9 2		<b>8 6</b> 1	2	1	1		2				1 1 8 2 6 30
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Customer Service Customer Service - TSO	1 ems - Carry-O ems - Checkeo s - Carry-On 1 1 3	9 2 2	) : 2	<b>8 6</b> 1	2	1	1		2				1 1 8 2 6 30 3
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 ems - Carry-O ems - Checkeons - Carry-On 1 1 3 3	9 2 2 3	2	8 6 1 1 1 4 5	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 3
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ems - Carry-O ems - Checkeons - Carry-On 1 1 3 3	9 9 2 2 2 3 3	2 2 3 4 3	8 6 1 1 1 4 5 4 5	2	1 1	1		2				1 1 8 2 6 30 3 3 17 17
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found	1 ems - Carry-O ems - Checkeons - Carry-On 1 1 3 3	9 9 2 2 2 3 3 3	2 2 3	8 6 1 1 1 4 5 4 5	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 17 17
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA	1 ems - Carry-O ems - Checkeons - Carry-On 1 1 3 3	9 9 2 2 2 3 3	2 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	8 6 1 1 1 4 5 4 5 1	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 17 17 17
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Persons w/ Disabilities (PWD)	1 ems - Carry-O ems - Checkeons - Carry-On 1 1 3 3	9 9 2 2 2 3 3 3	2 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	8 6 1 1 1 4 5 4 5	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 17 17
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 ems - Carry-O ems - Checkeons - Carry-On 1 1 3 3	9 9 2 2 2 3 3 3	2	8 6 1 1 4 5 4 5 1	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 17 17 17 2 2
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items	1 ems - Carry-O ems - Checker s - Carry-On 1 1 3 3	9 2 2 3 3 1	1 : 2 : 2 : 3 : 4 : 4 : 4 : 4 : 4 : 4 : 4 : 4 : 4	8 6 1 1 4 5 4 5 1	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 17 17 17 2 2
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 ems - Carry-O ems - Checker s - Carry-On 1 1 3 3	9 9 2 2 2 3 3 1 1 1 1	) ;	8 6 1 1 4 5 4 5 1	2 <b>4</b>	1 1	1		2				1 1 8 2 6 30 3 3 17 17 17 2 2 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Screening	2	2		1									5	
Screening - Procedures/Process	2	2		1									5	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWD					1					1			2
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1

tegories	10-Oct	11-Nov	12-Dec	t Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AC	2	2	10	7	2	3			6	10	15		FOLUI
2019	_		10	2		1			4	3	2		1
Advanced Imaging Technology (AIT)						1			-	,		-	
Advanced Imaging Technology (AIT) - Fly	 ver as Observe	r				1							
Civil Rights	l as Observe	1				- 1			1				
Civil Rights - Racial Profiling or Discrimin	ation								1				
Customer Service									1	1			
Customer Service - TSO									1	1			
Mishandling of Passenger Property				1					- 1	1			
Mishandling of Passenger Property - Dam	l nagod/Missing	Itoma C	nocked Pac	1									
Patdown	lageu/Missing	itemsCi	ieckeu baţ	ı					1	1		1	
Patdown - Flyer									1	1		1	
Persons w/ Disabilities (PWD)									1	1	1	1	
. ,	varaian (nain/tr	auma)									1		
Persons w/ Disabilities (PWD) - Touch Av	rersion (pain/ii) I	auma)									I		
Property - Special Handling	Charles d											2	
Property - Special Handling - Missing Iten	ns - Checked								4		4	2	
Screening Inconsistency				1					1	1	1	1	
Screening - Inconsistency									1	1			
Screening - Procedures/Process				1								1	
Screening - Retrieving Abandoned/Confis	1										1		
2020	1	1	2	2	1						4		
Customer Service											1		
Customer Service - TSO											1		
Locks				1									
Locks - Missing or Damaged Lock				1									
Patdown					1						1		
Patdown - Flyer					1								
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	1										1		
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not	Wheelcha	air or Scoot	er)							1		
Property - Special Handling		1		1									
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iten	ns - Checked			1									
Screening			2								1		
Screening - Procedures/Process			2								1		
2021	1		2			2	2		2	7	9	1	
Customer Service										1	2		
Customer Service - TSO										1	2		
Expedited Passenger Screening Program						1	2		2	5	6	1	
Expedited Passenger Screening Program	- TSA PreChe	eck				1	2		2	5	6	1	
Lost and Found										1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1										
Property - Special Handling	1										1		
Property - Special Handling - Missing Iten	1										1		
Screening			1			1							
Screening - Inconsistency						1							
Screening - Procedures/Process			1										
2022		1	6	3	1								
Expedited Passenger Screening Program		1	6	3	1								
Expedited Passenger Screening Program	- TSA PreC	1	6	3	1								

norios '	10.0-4 11.				) Data Tool		Anr 25	Max: C	2 1,	07 1-1	00 4	00 0	T. 4
gories	10-Oct 11-h	Nov 12-							6-Jun	07-Jul	08-Aug	09-Sep	Total
N 2019	ь	ð	11	13 4	15 1	9	3 2	7 7	8 4	10 2			1
Civil Rights				4	1	4	4	,	4	1	3	3	
Civil Rights - Racial Profiling or Discrimina	ation									1			
Customer Service	illon			1				3	1	- 1		1	
Customer Service - Others				1				1	- 1			- 1	
Customer Service - Others  Customer Service - TSO				1				2	1			1	
Locks				ı			1		1			ı	
Locks - Missing or Damaged Lock							1	4					
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Mishandling of Passenger Property						1	1		1	1			
Mishandling of Passenger Property - Dama	aged/Missing Iter	nsCheck	ed Baggag	е		1	1		1	1	1		
Patdown								1				1	
Patdown - Flyer								1				1	
Property - Special Handling				1	1	1			2		2		
Property - Special Handling - Damaged Ite	ems - Checked				1	1					1		
Property - Special Handling - Missing Item	s - Carry-On			1									
Property - Special Handling - Missing Item	s - Checked								2		1		
Screening				2				2				1	
Screening - Inconsistency												1	
Screening - Lengthy Lines				1								- '	
				1				2					
Screening - Procedures/Process	•					_							
2020	3	1	4	2	1	2			2	4	1		
Civil Rights									1			1	
Civil Rights - Hair Patdowns												1	
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service			1			1							
Customer Service - TSO			1			1							
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	1	1	1								1		
Mishandling of Passenger Property - Dam	1	1	1								1		
Patdown	'		'	1									
Patdown - Flyer as Observer				1									
	4		4	1					4	4		4	
Property - Special Handling	1		1	1					1	1		1	
Property - Special Handling - Damaged Ite	1		1						1			1	
Property - Special Handling - Missing Item				1						1			
Screening	1		1			1				3			
Screening - Lengthy Lines			1										
Screening - Procedures/Process	1					1				3			
2021		1	1	2	1	5	1		2	4	5	3	
Civil Rights					1								
Civil Rights - Transgender Screening					1								
Customer Service		1	1	1					2	2		1	
Customer Service - CSM				1									
Customer Service - TSO		1	1						2	2		1	
Duplicate E-mail											1		
											1		
Duplicate E-mail - General													
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	- TSA PreCheck										1	2	
Mishandling of Passenger Property				1							1		
Mishandling of Passenger Property - Dama	aged/Missing Iter	nsCheck	ed Baç	1							1		
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Seaw	vay					1						
Property - Special Handling	,9**	-				2				1			
Property - Special Handling - Damaged Ite	ems - Checked					2				'			
Property - Special Handling - Missing Item						_				1			
	Olicored					3				1	1		
Screening						J				1	1		
Screening Inconsistency						2				-			
Screening - Inconsistency						2				1			
Screening - Inconsistency Screening - Procedures/Process													
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc			_			1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022	cated Items	6	6	5	12	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022 Customer Service		2	6	5	1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO	3	2			1 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022 Customer Service		2	<b>6</b>	<b>5</b>	1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2022 Customer Service Customer Service - TSO	1	2			1 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	3 1 - DoD	2 2 3			1 1 10	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	3 1 - DoD	2 2 3	2		1 1 10	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	3  1 - DoD - TSA Application	2 2 3	2	5	1 1 10 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown	3  1 - DoD - TSA Application	2 2 3	2 1 1	5	1 1 10 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer	3  1 - DoD - TSA Application	2 2 3	2 1 1	5	1 1 10 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 - DoD - TSA Application 1	2 2 3 n Prog 3	2 1 1 1 1 1	5	1 1 10 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	1 - DoD - TSA Application 1	2 2 3 n Prog 3	2 1 1	5	1 1 10 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling	1 - DoD - TSA Application 1	2 2 3 n Prog 3	2 1 1 1 1 1	5	1 1 10 1 9	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked	2 2 3 n Prog 3	2 1 1 1 1 1	5	1 1 10 1	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 - Carry-C	2 2 3 n Prog 3	2 1 1 1 1 1	5	1 1 10 1 9	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 - Carry-C	2 2 3 n Prot 3	2 1 1 1 1 1	5	1 1 10 1 9	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 - Carry-C	2 2 3 n Prot 3	2 1 1 1 1 1	5	1 1 10 1 9	1							
Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 - DoD - TSA Application 1 Devices - Attached 1 ems - Checked 1 s - Carry-C 1	2 2 3 n Prot 3	2 1 1 1 1 1 1	5	1 1 10 1 9	1							

2019 Civil Rights	10-Oct 1	1-Nov 12											
		1-NOV 12	2-Dec 01-J	lan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	59	69	52	63	67	42	46	56	47	62	63	51	67
Civil Pights				15	11	28	27	26	18	18	18	19	180
				1			1				1		
Civil Rights - Racial Profiling or Discrimin	ıation			1			1						
Civil Rights - Transgender Screening				'			'				1		
					4	2	0	4	2	2		4	
Customer Service					1	3	6	1	3	2	2	4	2
Customer Service - Others								1					
Customer Service - TSO					1	3	6		3	2	2	4	2
Locks						1	2	3		1	2	2	1
Locks - Missing or Damaged Lock						1	2	3		1	2	2	1
Mishandling of Passenger Property				3	1	9	8	10	3	5	5	5	4
				3	- 1		0		3	5	5	5	
Mishandling of Passenger Property - Dan						1		1					
Mishandling of Passenger Property - Dan	aged/Missing I	temsCheck	ced Baς	3	1	6	6	7	3	4	4	2	3
Mishandling of Passenger Property - Dam	aged/Missing I	temsUnspe	ecified Luggag	ge								1	
Mishandling of Passenger Property - Disa	rraved Items0	Carry-on or C	Checked			2	2	2		1	1	2	1
Patdown		Jan., 51. 51. 5	, i o o i o u		2	3			1				
Patdown - Flyer					2	2			1				
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)				1		2		1		1	1	1	
Persons w/ Disabilities (PWD) - Diabetes						1					•		
. ,						- 1							
Persons w/ Disabilities (PWD) - Internal N	Medical Devices	3		1									
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication and	Medical Sup	plies		1							
Persons w/ Disabilities (PWD) - Mobility I								1				1	
			i occotor)					- '		4			
Persons w/ Disabilities (PWD) - Prosthes		id Casts								1			
Persons w/ Disabilities (PWD) - Visual Im	pairment										1		
Property - Special Handling				6	4	6	6	4	4	6	4	5	4
Property - Special Handling - Damaged It	eme - Carry Or	<b>.</b>		1	1						-7	1	
						_	_						
Property - Special Handling - Damaged It				1	1	2	3	1		1	3	2	
Property - Special Handling - Missing Iter	ns - Carry-On						1		2	3		1	
Property - Special Handling - Missing Iter	ns - Checked			4	2	4	2	3	2	2	1	1	
Request for Assistance						1			1				
						- 1							
Request for Assistance - Other									1				
Request for Assistance - Wounded Warri	or (MSIJSOC)					1							
Screening				4	3	3	4	7	6	3	3	2	
				-	3	0		- '	0	3			,
Screening - Crew Member or Airline Emp	oyee										1		
Screening - Inconsistency				2									
Screening - Lengthy Lines					1	1		1	2	1	1		
Screening - Procedures/Process				2	2	2	4	5	4	2	1	2	
							4		4		- 1		2
Screening - Security Breach								1					
020	23	19	14	8	11	9	3	4	8	9	21	10	13
Civil Rights		1		1							1		
Civil Rights - Racial Profiling or Discrimin	ation	1		1							1		
			0	1	4	- 4				4		4	
Customer Service	4	3	2		1	1				1	3	1	1
Customer Service - TSO	4	3	2		1	1				1	3	1	1
Human Capital	1												
Human Capital - Prospective Employmen													
Human Capital - Prospective Employmen													
Locks	1	2							2		1	3	
		2							2		1	3	
Locks Locks - Missing or Damaged Lock	1		4	3	3	2	1	1		1		3	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 1 4	2		3	3	2	1	1	2	1	1 4	3 2	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 4 aged/Missing I	2 3 temsCarry-	on Lug	1					2		1 4 1	3 2 1	2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 4 aged/Missing I	2 3 temsCarry- 2	on Lug		3	2	1	1	2	1	1 4 1 1	3 2	2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 4 aged/Missing I	2 3 temsCarry-	on Lug	1					2		1 4 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 1 4 aged/Missing I	2 3 temsCarry- 2 1	on Lug	1	3				2		1 4 1 1	3 2 1	2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 4 aged/Missing I	2 3 temsCarry- 2 1 1	on Lug	1	3				2		1 4 1 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 1 4 aged/Missing I 3 1	2 3 temsCarry- 2 1	on Lug 1 3	1 2	3	2			1	1	1 4 1 1 2 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 4 aged/Missing I	2 3 temsCarry- 2 1 1	on Lug	1	3				2		1 4 1 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 1 4 aged/Missing I 3 1	2 3 temsCarry- 2 1 1	on Lug 1 3	1 2	3	2			1	1	1 4 1 1 2 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 1 4 aged/Missing I 3 1	2 3 temsCarry- 2 1 1	-on Lug 1 3 3	1 2	3	2			1	1	1 4 1 1 2 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I	1 1 4 4 aged/Missing I 3 1 1	2 3 temsCarry- 2 1 1	-on Lug  1 3 3 1 ody	1 2	3	2			1	1	1 4 1 1 2 1 1 2	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1	-on Lug  1 3 3 1 ody	1 2	3	2 2			1	1	1 4 1 1 2 1	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1	-on Lug  1 3 3 1 ody	1 2	3	2			1	1	1 4 1 1 2 1 1 2	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1	-on Lug  1 3 3 1 ody	1 2	3	2 2			1	1	1 4 1 1 2 1 1 2	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and	3 3 1 1 ody	1 2	3	2 2			1	1	1 4 1 1 2 1 1 2	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirator	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and	3 3 1 1 ody	1 2	3	2 2			1	1	1 4 1 1 2 1 1 2	3 2 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 vector of the Bodication and Wheelch	3 1 3 1 ody 1 Medical Sup	1 2 1 1 1 plies	3 1 1	2 1 1	1	1	1	1 1 1	1 4 1 1 2 1 1 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirator	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and	3 3 1 1 ody	1 2	3	2 2			1	1	1 4 1 1 2 1 1 2	3 2 1	
Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medicall I  Persons w/ Disabilities (PWD) - Medicall I  Persons w/ Disabilities (PWD) - Mobility I  Persons w/ Disabilities (PWD) - Respirate  Persons w/ Disabilities (PWD) - Respirate  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 vector of the Bodication and Wheelch	3 1 3 1 ody 1 Medical Sup	1 2 1 1 1 plies	3 1 1	2 1 1	1	1	1	1 1 1	1 4 1 1 2 1 1 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 med to the Bodication and Wheelch Equipment	3 1 3 1 ody 1 Medical Sup	1 2 1 1 1 plies 1	3 1 1 1	2 1 1 3	1	2	1 1 3	1 1 1	1 4 1 1 2 1 1 2 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3	on Lug 1 3 3 1 tody I Medical Sup 2	1 2 1 1 1 plies 1	3 1 1 1	2 1 1 3 1	1	2	1	1 1 1	1 4 1 1 2 1 1 2 1 1 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and Vheelch Equipment 6 3 1	3 1 3 1 ody 1 Medical Sup	1 2 1 1 1 plies 1	3 1 1 1	2 1 1 3	1	2	1 1 3	1 1 1	1 4 1 1 2 1 1 2 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3	on Lug 1 3 3 1 tody I Medical Sup 2	1 2 1 1 1 plies 1	3 1 1 1	2 1 1 3 1	1	2	1 1 3	1 1 1	1 4 1 1 2 1 1 2 1 1 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and Vheelch Equipment 6 3 1 2	on Lug 1 3 3 1 tody I Medical Sup 2 4	1 1 1 1 plies	3 1 1 1 5 1 1 2 1	2 1 1 1 3 1 2	1	2 1 1	1 1 3 1 2	1 1 1 5 5 2 3	1 4 1 1 2 1 1 2 1 1 5	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and Vheelch Equipment 6 3 1	on Lug 1 3 3 1 tody I Medical Sup 2 4	1 2 1 1 1 plies 1	3 1 1 1 5 1 1 1 2	2 1 1 3 1	1 1 1 1	2	1 1 3 1	1 1 1 5 5 2	1 4 1 1 2 1 1 2 1 1 2	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency	1 1 4 4 4 aged/Missing I 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3	3 1 1 ody 1 Medical Sup 2 4 2 2 1 1	1 1 1 1 plies 2	3 1 1 1 5 1 1 2 1	2 1 1 3 1 2 1	1	2 1 1	1 1 3 1 2 1	1 1 1 5 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 veed to the Bodication and Vheelch Equipment 6 3 1 2	on Lug 1 3 3 1 tody I Medical Sup 2 4	1 1 1 1 plies	3 1 1 1 5 1 1 2 1	2 1 1 1 3 1 2	1 1 1 1	2 1 1	1 1 3 1 2	1 1 1 5 5 2 3	1 4 1 1 2 1 1 2 1 1 5	3 2 1 1 1	
Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Mobility I  Persons w/ Disabilities (PWD) - Respirate  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling  Property - Special Handling - Damaged It  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iter  Property - Special Handling - Missing Iter  Screening  Screening - Inconsistency	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3	3 1 1 ody 1 Medical Sup 2 4 2 2 1 1	1 1 1 1 plies 2	3 1 1 1 5 1 1 2 1	2 1 1 3 1 2 1	1 1 1 1	2 1 1	1 1 3 1 2 1	1 1 1 5 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4	3 2 1 1 1	1 1 1 1 1 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 3 temsCarry- 2 1 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1	3 1 1 ody 1 Medical Sup 2 4 2 2 1 1	1 1 1 1 plies 2	3 1 1 1 5 1 1 2 1	2 1 1 3 1 2 1	1 1 1 1	2 1 1	1 1 3 1 2 1	1 1 1 5 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4	3 2 1 1 1	1 1 1 1 1 2 2
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mebility II Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 1 1	2 3 temsCarry- 2 1 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2	3 1 1 ody 1 Medical Sup 2 4 1 1 1 1	1 1 1 1 plies 2 2 2	3 1 1 1 5 1 1 2 1 1	2 1 1 2 1 1	1 1 1 1	2 1 1 1	1 1 1 3 1 2 1	1 1 1 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	4
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mebility In Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1	2 3 temsCarry- 2 1 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1	3 1 1 ody 1 Medical Sup 2 4 2 2 1 1	1 1 1 1 plies 2 2 11	3 1 1 1 5 1 1 2 1	2 1 1 3 1 2 1	1 1 1 1	2 1 1	1 1 3 1 2 1	1 1 1 5 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility In Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	1 1 4 4 4 4 4 4 4 4 4 4 4 10 formation	2 3 temsCarry- 2 1 1 1 1 1  wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 5 1 1 2 1 1	2 1 1 2 1 1	1 1 1 1	2 1 1 1	1 1 1 3 1 2 1	1 1 1 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	1 1 4 4 4 4 4 4 4 4 4 4 4 10 formation	2 3 temsCarry- 2 1 1 1 1 1  wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 1 1 1 plies 2 2 11	3 1 1 1 5 1 1 2 1 1	2 1 1 2 1 1	1 1 1 1	2 1 1 1	1 1 1 3 1 2 1	1 1 1 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	4
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Meblical II Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  221 Additional Information Required/Insufficient In Additional Information Required/Insufficient In	1 1 4 4 4 4 4 4 4 4 4 4 4 10 formation	2 3 temsCarry- 2 1 1 1 1 1  wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 5 1 1 2 1 1	2 1 1 2 1 1	1 1 1 1	2 1 1 1	1 1 1 3 1 2 1	1 1 1 5 2 3 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	119
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Security Breach  Madditional Information Required/Insufficient In Additional Information Required/Insufficient In	1 1 4 4 4 4 4 4 4 4 4 4 4 10 formation	2 3 temsCarry- 2 1 1 1 1 1  wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 2 1 1 1 2 2 2 11 1 4	3 1 1 1 5 1 1 2 1 1 1	2 1 1 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1	1 1 1 3 1 2 1	1 1 1 1 5 2 3 1 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	11
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  221 Additional Information Required/Insufficier In Additional Information Required/Insufficie	1 1 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 2 1 1 1 1 2 2 2 11 1 1 4 1 1	3 1 1 1 5 1 1 2 1 1 1	2 1 1 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 2 2 6 1	1 1 1 3 1 2 1 21	1 1 1 1 5 2 3 1 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  121 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin	1 1 4 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 2 1 1 1 2 2 2 11 1 4	3 1 1 1 5 1 1 2 1 1 1	2 1 1 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1	1 1 1 3 1 2 1	1 1 1 1 5 2 3 1 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  021 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin	1 1 4 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 2 1 1 1 1 2 2 2 11 1 1 4 1 1	3 1 1 1 5 1 1 2 1 1 1	2 1 1 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 2 2 6 1	1 1 1 3 1 2 1 21	1 1 1 1 5 2 3 1 1	1 4 1 1 2 1 1 2 1 1 5 4 4	3 2 1 1 1	119
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  1021 Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Regulational Profiling or Discrimin Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	1 1 4 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 1 1 1 1	2 1 1 3 1 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 2 2 6 1 1 1	1 1 1 3 1 2 1 21	1 1 1 1 5 2 3 1 1 1 35	1 4 1 1 2 1 1 2 1 1 5 4 4 4	4 1 1 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  1021 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Customer Service	1 1 4 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 1 1 1 1 1 1 3	2 1 1 2 3 1 1 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 26 1 1 1 1 3	2 1 1 1 1 2 1 21	1 1 1 1 5 2 3 1 1 1 35	1 4 1 1 2 1 1 2 1 1 5 4 4 4 4	4 1 1 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Nespirate Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Security Breach  1021 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service	1 1 4 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1 wheel to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 1 1 1 1 1	2 1 1 3 1 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 1 1 1 1 3 3 3 3	2 1 1 1 3 1 2 1 2 1 1 2 1	1 1 1 1 5 2 3 1 1 3 5 1 1 1 1 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility In Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  1021 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity Customer Service	1 1 4 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 1 1 1 1 1 1 3	2 1 1 2 3 1 1 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 26 1 1 1 1 3	2 1 1 1 1 2 1 21	1 1 1 1 5 2 3 1 1 1 35	1 4 1 1 2 1 1 2 1 1 5 4 4 4 4	4 1 1 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Medical I  Persons w/ Disabilities (PWD) - Meblity I  Persons w/ Disabilities (PWD) - Weelch  Persons w/ Disabilities (PWD) - Wheelch  Property - Special Handling - Damaged It  Property - Special Handling - Damaged It  Property - Special Handling - Missing Iter  Screening  Screening - Inconsistency  Screening - Retrieving Abandoned/Confis  Screening - Security Breach  2021  Additional Information Required/Insufficient In  Additional Required/I	1 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 5 1 1 1 1 1 1 1 1 3 3 3	2 1 1 3 1 2 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 1 1 1 1 3 3 3 3	2 1 1 1 3 1 2 1 2 1 1 2 1	1 1 1 1 5 2 3 1 1 3 5 1 1 1 1 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Security Breach  2021 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	aged/Missing I  4 aged/Missing I  3 1  1  Devices - Attack Necessary Metalants (joint) Disability (Not Vory and Inhaler  1  8 1 2 1 4 4 3 1 10 formation - Not Transgen  - Active Duty M	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 5 1 1 1 1 1 1 1 1 3 3 3	2 1 1 3 1 2 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3 10	2 1 1 1 3 1 2 1 2 1 1 2 1	1 1 1 1 5 2 3 1 1 3 5 1 1 1 1 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1	111111111111111111111111111111111111111
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2021 Additional Information Required/Insufficiet In Additional Information Required/Insufficiet Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 5 1 1 1 1 1 1 1 1 3 3 3	2 1 1 3 1 2 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 1 1 1 1 1 3 3 3 3	2 1 1 1 3 1 2 1 2 1 1 2 1	1 1 1 1 1 1 1 35 1 1 1 6 6 17	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1 4 4 1 1 2 2 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Retrieving Abandoned/Confis Screening - Security Breach  2021 Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 4 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 3 temsCarry- 2 1 1 1 1 1  need to the Bodication and Wheelch Equipment 6 3 1 2 3 1 2 12 EMAIL ONL	3 1 1 ody 1 Medical Sup 2 2 1 1 1 3	1	3 1 1 1 5 1 1 1 1 1 1 1 1 3 3 3	2 1 1 3 1 2 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 26 1 1 3 3 10	2 1 1 1 3 1 2 1 2 1 1 2 1	1 1 1 1 5 2 3 1 1 3 5 1 1 1 1 6 6	1 4 1 1 2 1 1 2 1 1 5 4 4 4 24	3 2 1 1 1	111111111111111111111111111111111111111

Categories	10-Oct 1		2-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
_			r-Dec	o i-Jali		03-War	•					•	
Expedited Passenger Screening Program Expedited Passenger Screening Program		1 mployees (	nt In		1	1	5	7		15 1	14	14	(
	- 13A/DH3 EI	npioyees - C						I	1	1			
Identification (ID) Requirements  Identification (ID) Requirements - Domest	io		1										
			1		1				1				
Locks Missing or Domogod Lock	1				1				1	1			
Locks - Missing or Damaged Lock	I				1				1	1	4		
Lost and Found Airport/TSA					1						1		
Lost and Found - Airport/TSA	2			0	1	4	4	4		2	ı		
Mishandling of Passenger Property	3	3		2		1	1	4		3			
Mishandling of Passenger Property - Dam			-on Lug	1	1			4					
Mishandling of Passenger Property - Dam		3	Ob 1 1	1		1		4		2			
Mishandling of Passenger Property - Disa	irrayed itemsi	Carry-on or	эпескеа				1		0	1		4	
No Jurisdiction									2			1	
No Jurisdiction - Refer to Other									2			1	
Patdown		1	1		1			1	2	3		1	
Patdown - Flyer		1	1		1			1	2	2		1	
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)									3		1		
Persons w/ Disabilities (PWD) - Diapers/0											1		
Persons w/ Disabilities (PWD) - Medical [		hed to the B	ody						1				
Persons w/ Disabilities (PWD) - Metal Imp									1				
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway							1				
Prohibited & Permitted Items	L				1				1		1		
Prohibited & Permitted Items - Breast Mill		a/Breast Pur	np		1								
Prohibited & Permitted Items - Liquids/Ge									1		1		
Property - Special Handling	4	2	1	2		1	2	3		3		1	
Property - Special Handling - Damaged It									2		1	1	
Property - Special Handling - Damaged It		1		1			1	1		1			
Property - Special Handling - Missing Iten	ns - Carry-On			1			1	1		1			
Property - Special Handling - Missing Iten	1	1	1			1		1		1			
Screening	2	3			1		1	4	1	1		1	
Screening - Inconsistency					1			2	1				
Screening - Procedures/Process	2	3					1	2		1		1	
2022	26	38	35	29	34								10
Civil Rights		1	2		1								
Civil Rights - Racial Profiling or Discrimin	ation	1	1		1								
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transger</li> </ul>	nder	1										
Customer Service		3	2	1	2								
Customer Service - TSO		3	2	1	2								
Expedited Passenger Screening Program	21	28	28	19	24								1:
Expedited Passenger Screening Program	2	2	1		1								
Expedited Passenger Screening Program	1	3	3	2									
Expedited Passenger Screening Program	17	22	24	17	23								10
Expedited Passenger Screening Program	1	1											
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domest	ic		1										
Locks					1								
Locks - Missing or Damaged Lock					1								
Lost and Found				1	1								
Lost and Found - Airport/TSA				1	1								
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Disa	rrayed Item	1											
No Jurisdiction	1	•											
No Jurisdiction - Refer to Other	1												
Patdown	1		1										
Patdown - Flyer			1										
Patdown - General	1												
Persons w/ Disabilities (PWD)	'				3								
Persons w/ Disabilities (PWD) - Internal M	l Medical Device	S			1								
Persons w/ Disabilities (PWD) - Medically			d Medica	Supplies	1								
Persons w/ Disabilities (PWD) - Wheelchi			ouioa	zabbiioa	1								
Property - Special Handling	2	egway 2	1	2	2								
Property - Special Handling - Damaged It	ems - Carry O		- 1	1	1								
Property - Special Handling - Damaged It		n 1		1	1								
		- 1		4									
Property - Special Handling - Missing Iten				1									
Property - Special Handling - Missing Iten		1	1		1								
	1	3		6									
Screening Crow Member or Airline Empl	lavea												
Screening - Crew Member or Airline Emp	loyee			1									
Screening - Crew Member or Airline Emp Screening - Inconsistency		1											
Screening - Crew Member or Airline Emp	loyee 1	1 1 1		5									

Categories 1	0-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	465	440	572	713	634	363	331	384	381	435	481	438	5,637
2019				168	149	190	228	270	244	243	255		1,977
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flyer											1		1
Advanced Imaging Technology (AIT) - Genera	al										1		1
Civil Rights				4	3	2	11	5	11	6	7	9	58
Civil Rights - Age				1		1	1		1			1	5
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin							1	1	2	- '			4
Civil Rights - Perceived Religion							1	1	1		1		4
Civil Rights - Racial Profiling or Discrimination	2			3	2	1	5	2	2	5	3	7	30
Civil Rights - Radial Fronting of Discrimination		onial Ita	me	3		1	1			5	3	- 1	1
			IIIS				I				- 1		
Civil Rights - Screening of Religious or Cultura Civil Rights - Sex/Gender/Gender Identity- No					4		0		4		1		1
·		der			1		2		4		1	4	8
Civil Rights - Sexual Orientation - Not Transge	ender											1	1
Civil Rights - Transgender Screening								1	1				2
Customer Service				30	31	32	54	67	49	41	48	61	413
Customer Service - Others					2	3	4	4	1	3	4		24
Customer Service - TSO				30	29	29	50	63	48	38	44	58	389
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				16	15	22	13	16	16	20	18	17	153
Locks - Missing or Damaged Lock				16	15	22	13	16	16	20	18	17	153
Lost and Found				13	2	7	3	4		7	4	5	45
Lost and Found - Airport/TSA				13	2	7	3	4		7	4	5	45
Mishandling of Passenger Property				44	42	37	57	55	49	70	72		485
Mishandling of Passenger Property - Damage	d/Missina I	temsC	arry-on Luc	2	1	2	2	3	2	4	5		27
Mishandling of Passenger Property - Damage				36	41	32	50	45	40	56	59	45	404
Mishandling of Passenger Property - Damage					71	1	1	1	40	2	2		7
Mishandling of Passenger Property - Disarray				6		2	4	6	7	8	6		47
Notice of Violation/Civil Penalties	eu iterrisc	Jan y-On	OI CHECKET	0			4	0	- 1	0	0	1	1
Notice of Violation/Civil Penalties - General												1	
							4						1
Patdown					2	5	4	8	6	6	5		38
Patdown - Flyer					1	5	4	7	4	6	4	2	33
Patdown - Flyer as Observer					1				1		1		3
Patdown - General								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				4	9	9	6	14	7	4	8	4	65
Persons w/ Disabilities (PWD) - Autism Spect	rum						2	2					4
Persons w/ Disabilities (PWD) - Cancer (gene	eral) Not Bro	east Car	ncer			1							1
Persons w/ Disabilities (PWD) - Cognitive /De	evelopment	al /Menta	al Disability		1	2		1	1	1			6
Persons w/ Disabilities (PWD) - Diabetes								2	1		1		4
Persons w/ Disabilities (PWD) - Diapers/Garn	nents/Dress	sings/Ma	asks							1			1
Persons w/ Disabilities (PWD) - General					2		1	1					4
Persons w/ Disabilities (PWD) - Hearing Impa	irment			1					2				3
Persons w/ Disabilities (PWD) - Internal Medi						1					1		2
Persons w/ Disabilities (PWD) - Medical Devi			e Body		1	•				1		1	3
Persons w/ Disabilities (PWD) - Medically Ne				1			1				1	1	4
Persons w/ Disabilities (PWD) - Metal Implant		diodilon	Turia Modio		1			1			1	· ·	3
Persons w/ Disabilities (PWD) - Metal Implant		Vheelch	air or Scoot	2	1			4			1		8
Persons w/ Disabilities (PWD) - Ostomy/Osto		VIICEICII	all of Scoot		1	1					- 1		1
Persons w/ Disabilities (PWD) - Ostorny/Osto		d Cooto				1							1
						- 1							
Persons w/ Disabilities (PWD) - Respiratory a		Equipme	ent					1					1
Persons w/ Disabilities (PWD) - Service Anim					1								1
Persons w/ Disabilities (PWD) - Touch Aversi		iuma)			2	1		1			1		5
Persons w/ Disabilities (PWD) - Visual Impair											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ S	Scooter/ Se	gway				2	2	1	3	1	1	2	12
Prohibited & Permitted Items									1	1			2
Prohibited & Permitted Items - General									1	1			2
Property - Special Handling				42	31	54	52	78	74	72	65	49	517
Property - Special Handling - Damaged Items				5	5	6	7	8	8	3	5	6	53
Property - Special Handling - Damaged Items	- Checked			7	8	15	6	13	21	20	19	6	115
Property - Special Handling - Missing Items -	Carry-On			10	8	12	16	13	13	11	8	12	103
Property - Special Handling - Missing Items -	Checked			20	10	21	23	44	32	38	33	25	246
Request for Assistance				1			1	1	1	2			6
Request for Assistance - Other				1					1	2			4
Request for Assistance - Wounded Warrior (N	(SUSOC)						1	1		_			2
Screening	1010000)			13	13	22	27	22	30	14	26	23	190
Screening - Crew Member or Airline Employe	0			10	10	22	21		30	14	20	25	130
	C									1	- 1		
Screening - Inconsistency				4	4		4	0	4		1		2
Screening - Lengthy Lines				1	4	5	4	6	1	3	3		27
Screening - Procedures/Process	J. 16.			10	9	15	23	15	25	8	17		144
Screening - Retrieving Abandoned/Confiscate	a Items			1					2	1	4		8
Screening - Security Breach				1		2		1	2		1	1	8
TSA Contact Information					1								1
TSA Contact Information - General					1								1
2020	249	180	261	268	176	117	13	11	24	40	52	51	1,442
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	9	7	15	5	10	2	2	1	2	1	1	2	57
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights			1		1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin		2			1								3
Civil Rights - Perceived Religion			2						2				4
. Jg			_						_				

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina	5	3	8	2	6	1	2	1		1		2	31
Civil Rights - Screening of Religious Cultu	1		1										2
Civil Rights - Sex/Gender/Gender Identity	3	1	1	1	2	1					1		10
Civil Rights - Sexual Orientation - Not Tra	nsaender		1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	55	45	62	56	39	27	1	1	3	14	7	5	315
Customer Service - Others	2	6	6	7		1				- 1-1			27
Customer Service - TSO	53	39	56	49		26	1	1	3	14	7	5	288
Identification (ID) Requirements	55	39	30	1		20	- '	'	3	14	- '	5	1
Identification (ID) Requirements - Domest		40	4.4	1									1
Locks	21	16	14	23	9	6				2	1	1	93
Locks - General		1											1
Locks - Missing or Damaged Lock	21	15	14	23		6				2	1	1	92
Lost and Found	2		6	1	1	4	1	1	2	2	1		21
Lost and Found - Airport/TSA	2		6	1	1	4	1	1	2	2	1		21
Mishandling of Passenger Property	60	45	54	66	40	30	3	1	1	5	13	11	329
Mishandling of Passenger Property - Dam	7	6	2	6		1					1		23
Mishandling of Passenger Property - Dam	52	30	50	56	35	27	3	1	1	5	11	10	281
Mishandling of Passenger Property - Disa	1	9	2	4	5	2					1	1	25
Patdown	9	5	9	10	4	1		1	1				40
Patdown - Flyer	7	5	7	9		1		1	1				35
Patdown - Flyer as Observer	1		1		-				•				2
Patdown - Non-Flyer	1		1	1									3
Persons w/ Disabilities (PWD)	8	10	13	7		6			1	2	2	4	61
		10	13	- 1		0						4	1
Persons w/ Disabilities (PWD) - Autism S					1								
Persons w/ Disabilities (PWD) - Breast Ca					1								1
Persons w/ Disabilities (PWD) - Cognitive		1	2		1								4
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General		2		3					1				6
Persons w/ Disabilities (PWD) - Internal M	Medical Device	ces		1									1
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ached to the	Body	1									1
Persons w/ Disabilities (PWD) - Medically	1	2	1	1	1	1						1	8
Persons w/ Disabilities (PWD) - Metal Imp	1		1										2
Persons w/ Disabilities (PWD) - Mobility D	1	1	3	1	2	1						2	11
Persons w/ Disabilities (PWD) - Ostomy/0										1			1
Persons w/ Disabilities (PWD) - Prosthesi		1											2
Persons w/ Disabilities (PWD) - Respirato			1										1
Persons w/ Disabilities (PWD) - Service A		Ci Equipilit	3							1	1		5
Persons w/ Disabilities (PWD) - Touch Av		1	1			1				- 1	- 1		3
		- 1	- 1										
Persons w/ Disabilities (PWD) - Visual Im						1							1
Persons w/ Disabilities (PWD) - Wheelcha		2	1		2	1						1	11
Property - Special Handling	61	31	61	65		23	3	4	10	13	20	18	350
Property - Special Handling - Damaged Ite		5	8	5		1				2	1		35
Property - Special Handling - Damaged Ite		9	9	13		1	2	1	4	3	3	6	73
Property - Special Handling - Missing Item	9	4	7	8	5	9		1	3	3	4	3	56
Property - Special Handling - Missing Item	30	13	37	39	23	12	1	2	3	5	12	9	186
Request for Assistance		1	2	1									4
Request for Assistance - Other		1	2	1									4
Screening	24	19	25	33	24	18	3	2	4	1	7	10	170
Screening - Inconsistency		2									1		3
Screening - International Screening				1									1
Screening - Lengthy Lines	4	2	5	4	5	3						1	24
Screening - Procedures/Process	18	15	19	24		14	3	2	4	1	6	9	132
Screening - Retrieving Abandoned/Confis			1		1	1							3
Screening - Security Breach	2			4									7
2021	53	50	48	49		56	90	103	113	152	174	157	1,094
Additional Information Required/Insufficient Inf		30		43	43	30	30	103	113	132	174	137	1,034
Additional Information Required/Insufficier		n FMAIL O	MIL V						1				1
· · · · · · · · · · · · · · · · · · ·	l IIIIOITIIauo	II - EIVIAIL O	INL I			-		-					
Airline						1		2	2				5
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service						1		1	2				4
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	3	2	3	1	4	2	3	5	4	6	9	6	48
Civil Rights - Age							1				1		2
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										1
Civil Rights - Constitutional Rights								1	1		1		3
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin		1								1			2
Civil Rights - Perceived Religion	2									1			3
Civil Rights - Racial Profiling or Discrimina		1	1		4	2	1	2	2	2	5	3	24
Civil Rights - Sex/Gender/Gender Identity			1		-		1	1		2	2	1	8
Civil Rights - Sexual Orientation - Not Tra								'				2	2
Civil Rights - Transgender Screening				1					1				2
Claims				- 1		2		2	1				4
Claims - General						2							2
Claims - Status	_	_						2					2
Customer Service	8	7	12	15	12		21	18	24	38	29	26	221
Customer Service - Others						1				1			2
Customer Service - TCC				1									1
Customer Service - TSO	8	7	12	14		10	21	18	24	37	29	26	218
DHS TRIP				2									2
DHS TRIP - General				2									2
Duplicate E-mail											3		3
Duplicate E-mail - General											3		3
Expedited Passenger Screening Program				7	2	8	22	28	26	54	80	80	307

					Center (TC	-								
Categories		10-Oct	11-Nov '	12-Dec	01-Jan (	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Expedited Passenger Screening Program	<ul> <li>TSA Applic</li> </ul>	ation Progra	m		1		4	3	4	1		2	18
	Expedited Passenger Screening Program	- TSA PreCh	eck		7	1	8	18	25	22	53	77	78	289
Flyi	ing Armed							1						1
	Flying Armed - General							1						1
Haz	zardous Materials Safety				1	3	2	3	2			3	1	15
	Hazardous Materials Safety - General				1	3	2	3	2			3	1	15
Loc		3		1	3	2	1	2	1	2				15
	Locks - General									1				1
	Locks - Missing or Damaged Lock	3		1	3	2	1	2	1	1				14
Los	st and Found	2	1	1	1		1	1	1	1	1	1	1	12
8.41	Lost and Found - Airport/TSA	2	1	1	11		1	1	1	1	1	1	1	12
IVIIS	shandling of Passenger Property	16	9	14	7	3	1	5	8	5	5	3	5	81
	Mishandling of Passenger Property - Dam		Itama C	2					2		4			1
	Mishandling of Passenger Property - Dam			2	7	0	4	1 4	2	2	1			7
	Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	12 1	9	12	7	2	1	4	1	3	4	1	5	2
	Mishandling of Passenger Property - Disa	2				1			1	2		1		7
No	Jurisdiction				3	1	1		1		1		2	9
140	No Jurisdiction - Refer to CBP				1	'	1		1		- 1		1	4
	No Jurisdiction - Refer to Department of S	tate			1				'				'	1
	No Jurisdiction - Refer to Other	tato			1	1					1		1	4
No	Subject				1	'					'		'	1
110	No Subject - General				1									1
Not	tice of Violation/Civil Penalties				1						1			2
	Notice of Violation/Civil Penalties - General	al			1						1			2
Pat	tdown	1		1		4		1	1	4	5	8	2	27
	Patdown - Children							1				1		2
	Patdown - Flyer	1		1		2			1	4	5		2	21
	Patdown - Flyer as Observer											2		2
	Patdown - General					2								2
Per	rsons w/ Disabilities (PWD)	1	6	2		1	2		4	8	11	5	3	43
	Persons w/ Disabilities (PWD) - Cognitive	/Developmei	ntal /Ment	1								1		2
	Persons w/ Disabilities (PWD) - Diabetes									1	1			2
	Persons w/ Disabilities (PWD) - General										3	1		4
	Persons w/ Disabilities (PWD) - Internal M									1				1
	Persons w/ Disabilities (PWD) - Medical D		ched to the I	Body					1					1
	Persons w/ Disabilities (PWD) - Medically					1			2	2			2	12
	Persons w/ Disabilities (PWD) - Mobility D		3								3	1		7
	Persons w/ Disabilities (PWD) - Ostomy/C						1							1
	Persons w/ Disabilities (PWD) - Prosthesis									2				2
	Persons w/ Disabilities (PWD) - Respirato			į.						2				2
	Persons w/ Disabilities (PWD) - Service A		2	4			1		1		1		4	5
Dro	Persons w/ Disabilities (PWD) - Wheelcha phibited & Permitted Items	aii/ Scoolei/	1	1		1			1		1		1	6
FIU	Prohibited & Permitted Items - Breast Milk	/Baby Formu	la/Breact Du						1					1
	Prohibited & Permitted Items - Food/Beve		iia/Dicasti t	шр		1							1	2
	Prohibited & Permitted Items - Ice/Gel Page			1		'							ı	1
	Prohibited & Permitted Items - Liquids/Gel			'							1			1
	Prohibited & Permitted Items - Sporting Go										1			1
Pro	pperty - Special Handling	9	17	5	6	5	19	21	19	25	18	25	22	191
	Property - Special Handling - Damaged Ite	1	1			1	1	1		2	3		9	24
	Property - Special Handling - Damaged Ite	1	3	1	5	1	4	6	8	1	2	5	2	39
	Property - Special Handling - Missing Item	2	3			2	6	5	3	6	2	8	3	40
	Property - Special Handling - Missing Item	5	10	4	1	1	8	9	8	16	11	7	8	88
Scr	reening	10	8	7	1	11	5	10	10	11	10	8	8	99
	Screening - Children					1								1
	Screening - Inconsistency			1		4		2	2	2	3	1		15
	Screening - International Screening			1										1
	Screening - Lengthy Lines					2		2		1	2	1	2	10
	Screening - Military								1					1
	Screening - Procedures/Process	9	6	5	1	4	4	5	7	8	4	6	5	64
	Screening - Retrieving Abandoned/Confis	1	2								1		1	5
	Screening - Traveling with Cash						1	1						2
2022		163	210	263	228	260								1,124
Airl		1		1	1									3
	Airline - Policy/Regulations/Service	1			1									2
	Airline - Wheelchair Assistance			1										1
Civ	ril Rights	1	5	4	5	4								19
	Civil Rights - Age	S I	1		4									1
	Civil Rights - Civil Rights Violation (TSA E	mpioyee)			1									1
	Civil Rights - National Origin Civil Rights - Perceived Religion				1	1								1
		1	1	1	2	1								12
	Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity-		4 ender	4	1	1								2
	Civil Rights - Sex/Gender/Gender Identity-	THOU ITAIISYE	nidoi		- 1	1								1
Cla	nims		1											1
Ola	Claims - General		1											1
Cus	stomer Service	26	31	29	22	25								133
	Customer Service - Others	1	٠.											1
	Customer Service - TSO	25	31	29	22	25								132
DH	S TRIP		1											1
	DHS TRIP - General		1											1
Exp	pedited Passenger Screening Program	89	114	163	140	185								691
	Expedited Passenger Screening Program	4	10	7	5	8								34
	Expedited Passenger Screening Program	85	103	156	135	175								654
	Expedited Passenger Screening Program	- TSA/DHS	1			2								3

					rcc) Data	rool - FOIA	١						
ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Freedom of Information Act (FOIA)			1										
Freedom of Information Act (FOIA) - Gene	ral		1										
Hazardous Materials Safety		2	1	1	4								
Hazardous Materials Safety - General		2	1	1	4								
Identification (ID) Requirements			1	2	2								
Identification (ID) Requirements - Domesti	0			2	2								
Identification (ID) Requirements - Real ID			1										
Locks	1	1		1									
Locks - Missing or Damaged Lock	1	1		1									
Lost and Found			1	2	1								
Lost and Found - Airport/TSA			1	2	1								
Mishandling of Passenger Property	6	7	5	9	2								
Mishandling of Passenger Property - Dam	2	7	3	1									
Mishandling of Passenger Property - Dam	4		2	6	2								
Mishandling of Passenger Property - Dama		na ItemsU											
Mishandling of Passenger Property - Disar													
No Jurisdiction	,	4	5	2	5								
No Jurisdiction - No Referral					1								
No Jurisdiction - Refer to CBP		2	1		2								
No Jurisdiction - Refer to FAA			1										
No Jurisdiction - Refer to Other		2		2	2								
Patdown	2	4		2									
Patdown - Children		1			0								
Patdown - Flyer	2	3		2	3								
Patdown - Non-Flyer		3	1		3								
Persons w/ Disabilities (PWD)	6	6		6	7								
. ,		0	1	0	- 1								
Persons w/ Disabilities (PWD) - Autism Sp													
Persons w/ Disabilities (PWD) - Breast Ca		Danast Car	1										
Persons w/ Disabilities (PWD) - Cancer (g													
Persons w/ Disabilities (PWD) - Cognitive	Developme	entai /ivient	al Disability		1								
Persons w/ Disabilities (PWD) - Diabetes				1									
Persons w/ Disabilities (PWD) - General	1				2								
Persons w/ Disabilities (PWD) - Internal M		1		1									
Persons w/ Disabilities (PWD) - Medical D				1									
Persons w/ Disabilities (PWD) - Medically	1	2											
Persons w/ Disabilities (PWD) - Metal Imp	1												
Persons w/ Disabilities (PWD) - Mobility D				1									
Persons w/ Disabilities (PWD) - Prosthesi	3	1			2								
Persons w/ Disabilities (PWD) - Touch Ave		/trauma)			1								
Persons w/ Disabilities (PWD) - Visual Imp				1									
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	2											
Prohibited & Permitted Items	3	3											
Prohibited & Permitted Items - Alcohol and	1	1	3										
Prohibited & Permitted Items - Breast Milk	Baby Form	ula/Breast	1										
Prohibited & Permitted Items - Electronic I	)evices		1										
Prohibited & Permitted Items - Food/Beve	2	1											
Prohibited & Permitted Items - Sporting Go	ods	1											
Property - Special Handling	15	18	17	19	13								
Property - Special Handling - Damaged Ite	5	4	2	7	1								
Property - Special Handling - Damaged Ite	5	1	3	3	1								
Property - Special Handling - Missing Item	2	9	9	4	7								
Property - Special Handling - Missing Item	3	4		5	4								
Screening	12	13		16									
Screening - Crew Member or Airline Emplo		1											
Screening - Inconsistency	•	3											
Screening - Lengthy Lines	1	0	1	1	2								
Screening - Procedures/Process	11	8		13									
		1											
Screening - Retrieving Ahandoned/Confisc													
Screening - Retrieving Abandoned/Confisc Transfer to Security Specialist	aled items												

Categories 10-	Oct 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JHM			3			1		1				5
2019			3			1		1				5
Customer Service								1				1
Customer Service - TSO								1				1
Mishandling of Passenger Property			2			1						3
Mishandling of Passenger Property - Damaged/	Missing Items	Checked Bag	2			1						3
Property - Special Handling			1									1
Property - Special Handling - Damaged Items -	Checked		1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JLN	3	1	2		1	1	1			1	3	1	10
2019		•	_	_	•	1				1	3	1	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	ggage		1						1	
Property - Special Handling											3		
Property - Special Handling - Damaged Ite	ems - Check	ed									1		
Property - Special Handling - Missing Item	s - Checked	1									2		
2020	2		2	2									
Customer Service				1									
Customer Service - TSO				1									
Property - Special Handling	2		2										
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Missing Item	s - Checked	d	2										
Screening				1									
Screening - Procedures/Process				1									
2021							1						
Customer Service							1						
Customer Service - TSO							1						
2022	1	1			1								
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	heck			1								
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JMS				1		1	1				1		4
2019				1			1				1		3
Mishandling of Passenger Property				1			1				1		3
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	1			1				1		3
2021						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage		1							1

arioc				t Center (T									
ories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	7	3	4	11	6	1		8	11	10	14	4	7
2019				2	1			5	4	4	5	4	2
Advanced Imaging Technology (AIT)					1			1					
Advanced Imaging Technology (AIT) - Fly	er				1			1					
Civil Rights				1									
Civil Rights - Constitutional Rights				1									
Customer Service									2				
Customer Service - TSO									2				
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property										0	2		
	1/8 41 1	11	to a decid Barre							2	3		
Mishandling of Passenger Property - Dam										2	2		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	1							1		
Patdown								1	1		1	1	
Patdown - Flyer								1	1		1	1	
Persons w/ Disabilities (PWD)								1				1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Mobility D	ı Disability (Not \	Wheelch	air or Scoot	er)				1					
Property - Special Handling	l	*************	an or cocor	1				- '					
	0												
Property - Special Handling - Missing Item	ns - Carry-On			1									
Screening								1	1	2	1	2	
Screening - Inconsistency										1			
Screening - Procedures/Process								1	1	1	1	1	
Screening - Security Breach												1	
2020	2	1		3	2	1				3	6		
Customer Service	_	1		-		•							
Customer Service - TSO		1											
		- 1			^	4					^		
Mishandling of Passenger Property	1/8 41 1::	I4	anne an Li	1	2	1				1	2		
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Bag		2	1				1	2		
Patdown	1			1									
Patdown - Flyer	1			1									
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Cancer (g	i general) Not Bi	reast Car	ncer								1		
Property - Special Handling	ĺ			1						2	3		
Property - Special Handling - Damaged Ite	l ame - Chacker	Ч		1						2			
		u		1							2		
Property - Special Handling - Missing Item	is - Checked										3		
Screening	1												
Screening - Procedures/Process													
	1												
2021	1 2	1	1	4	2			3	7	3	3		
		1	1	4	2			<b>3</b>	7	3	3		
2021	2	1	1	4	2					3	3		
2021 Civil Rights	2	1	1	1	2			1	1	1	1		
2021 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	2	1		1	2			1 1 1	1	1	1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	2	1	1		2			1 1	1	1	1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	<b>2</b> ation		1	1	2			1 1 1	1 1	1	1		
Civil Rights Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  - TSA Applica	ation Prog	1	1	2			1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  - TSA Applica	ation Prog	1	1				1 1 1	1 1	1	1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	ation  - TSA Applica	ation Prog	1	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  - TSA Applica	ation Prog	1	1				1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	ation  - TSA Applica	ation Prog	1	1 1				1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General	ation  - TSA Applica	ation Prog	1	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	ation  - TSA Applica  - TSA PreChe	ation Prog	1	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	ation  - TSA Applica  - TSA PreChe	ation Proç eck	1 1 gram	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	ation  - TSA Applica - TSA PreChe	ation Proçeck	1 1 gram	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	ation  - TSA Applica - TSA PreChe	ation Proçeck	1 1 gram	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1		
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Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too	ation  - TSA Applica - TSA PreChe  blants (joint)  mmunition bls/Razors/Sha 2	ation Proç eck 1 1 1 arp Objec	1 1 gram	1 1	1			1 1 1	1 1 3 1	1 1 1	1 1 1		
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Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation  - TSA Applica - TSA PreChe  Dlants (joint)  mmunition pls/Razors/Sha 2 ems - Carry-O ems - Checked	ation Progeck  1 1 1 arp Object	1 1 gram	1 1 1	1 1			1 1 1 1	3 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation  - TSA Applica - TSA PreChe  - TSA Pre	ation Progeck  1 1 1 arp Object	1 1 gram	1 1 1	1 1			1 1 1 1 1	1 1 2 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	ation  - TSA Applica - TSA PreChe  - TSA Pre	ation Progeck  1 1 1 arp Object	1 1 gram	1 1 1 1 1 1	1 1			1 1 1 1	1 1 2 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Toc Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	ation  - TSA Applica - TSA PreChe  - TSA Pre	ation Progeck  1 1 1 arp Object	1 1 gram	1 1 1	1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	ation  - TSA Applica - TSA PreChe  - TSA Pre	ation Progeck  1 1 1 arp Object	1 1 gram	1 1 1 1 1	1 1			1 1 1 1 1	1 1 2 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	ation  - TSA Applica - TSA PreChe  Dlants (joint)  mmunition pls/Razors/Sha 2 ems - Carry-O ems - Checked	ation Progeck  1 1 1 arp Object	1 1 1 gram	1 1 1 1 1 1 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	ation  - TSA Applica - TSA PreChe  - TSA Pre	ation Progeck  1 1 1 arp Object	1 1 gram	1 1 1 1 1	1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	ation  - TSA Applica - TSA PreChe  Dlants (joint)  mmunition pls/Razors/Sha 2 ems - Carry-O ems - Checked	ation Progeck  1 1 1 arp Objection	1 1 1 gram	1 1 1 1 1 1 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening Screening - Inconsistency Screening - Procedures/Process 2022 Expedited Passenger Screening Program	ation  - TSA Applica - TSA PreChe  Dlants (joint)  mmunition pls/Razors/Sha 2  ems - Carry-O ems - Checked  3 2	ation Progeck  1 1 1 arp Object	1 1 1 state of the	1 1 1 1 1 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Property Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  - TSA Applica - TSA PreChe  - TSA Applica  - TSA Applica  - TSA Applica - TSA A	ation Proceck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 gram	1 1 1 1 1 1 2 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Maintenance - Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  - TSA Applica - TSA PreChe  - TSA Applica  - TSA Applica  - TSA Applica - TSA A	ation Proceck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 state of the	1 1 1 1 1 1 2	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imperohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Ministry - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	ation  - TSA Applica - TSA PreChe  2 - TSA Carry-O - Checked  3 2 - TSA Appl 2	ation Progeck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 state of the state of	1 1 1 1 1 1 2 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam	ation  - TSA Applica - TSA PreChe  2 - TSA Carry-O - Checked  3 2 - TSA Appl 2	ation Progeck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 state of the state of	1 1 1 1 1 1 2 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Ministry - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	ation  - TSA Applica - TSA PreChe  2 - TSA Carry-O - Checked  3 2 - TSA Appl 2	ation Progeck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 state of the state of	1 1 1 1 1 1 2 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam	ation  - TSA Applica - TSA PreChe  2 - TSA Carry-O - Checked  3 2 - TSA Appl 2	ation Progeck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 state of the state of	1 1 1 1 1 1 2 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property - Dam Patdown	ation  - TSA Applica - TSA PreChe  Dlants (joint)  mmunition pls/Razors/Sha 2 ems - Carry-O ems - Checked  2 s - Checked  3 2 - TSA Appl 2 aged/Missing 1	ation Progeck  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 state of the state of	1 1 1 1 1 1 2 1	1 1 1			1 1 1 1 1	1 1 2	1 1 1	1 1 1		

Catagorias	40.0-4					CC) Data 1			05.14-	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-De			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF	3	2		2	2	1			2	2	2	•	3	23
2019									2			1	1	- 4
Mishandling of Passenger Property												1		
Mishandling of Passenger Property - Dam	aged/Missir	ig ItemsC	hecked	Baggage								1		
Persons w/ Disabilities (PWD)									1					
Persons w/ Disabilities (PWD) - Diabetes									1					
Property - Special Handling									1				1	2
Property - Special Handling - Damaged It									1					
Property - Special Handling - Missing Iten	ns - Checked	ł											1	
2020	1	1		1	1							1	1	(
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimina	ation												1	
Locks	1													
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property					1							1		
Mishandling of Passenger Property - Dam	laged/Missir	g ItemsC	hecked	Baggage								1		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Che	ckec	1									
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Autism S	pectrum			1										
Property - Special Handling		1												
Property - Special Handling - Damaged It	ems - Checl	1												
2021	1					1				2	2	2	1	
Call Disconnect/Dropped/Wrong Number						1								
Call Disconnect/Dropped/Wrong Number	- General					1								
Civil Rights										1	1	1		
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender								1	1	1		
Customer Service											1			
Customer Service - TSO											1			
Mishandling of Passenger Property	1													
Mishandling of Passenger Property - Dam	1													
Property - Special Handling										1				
Property - Special Handling - Missing Iten	ı ıs - Checked	d								1				
Screening												1	1	
Screening - Procedures/Process												1	1	
2022	1	1		1	1									
DHS TRIP	1													
DHS TRIP - General	1													
Expedited Passenger Screening Program	·	1		1										
Expedited Passenger Screening Program	- TSA PreC	1		1										
Property - Special Handling					1									
Property - Special Handling - Damaged It	ı ems - Carrv-	On			1									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JST									1				1
2019									1				1
Customer Service									1				1
Customer Service - TSO									1				1

Categories	10.0-1			ct Center (1	-			05.14	00 1	07 1.1	00 4	00.0	T-4-1
		I1-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	16	3	5 38		44		18	12	28	31	26		340
2019				11	9	7	9	8	15	16	12	9	96
Civil Rights Civil Rights - Age					1		2	1		1	1		6 1
Civil Rights - Age  Civil Rights - Racial Profiling or Discrimin	ation						2	1		1	'		4
Civil Rights - Sex/Gender/Gender Identity		nder			1			I					1
Customer Service	- Not Transger	idei		1	3	1	1	4	6	3	1		20
Customer Service - Others				ı	1			4	0	3			1
Customer Service - TSO				1	2	1	1	4	6	3	1		19
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property				3	4		3	2	5	2	4		32
Mishandling of Passenger Property - Dam	l naged/Missing	Items	Carry-on Luc										1
Mishandling of Passenger Property - Dam	0 0		, ,	,	4	2	3	2	5	2	3	3	26
Mishandling of Passenger Property - Dam						1							1
Mishandling of Passenger Property - Disa						2					1	1	4
Patdown		ou, o	0 0000	2							1		3
Patdown - Flyer				2							1		3
Persons w/ Disabilities (PWD)					1				1	3	1		6
Persons w/ Disabilities (PWD) - Autism S	nectrum								1		•		1
Persons w/ Disabilities (PWD) - Medical [		hed to	the Body								1		1
Persons w/ Disabilities (PWD) - Medically				al Sunnlies						1			1
Persons w/ Disabilities (PWD) - Metal Imp		culculic	on and wedle	ат Опрриоз	1								1
Persons w/ Disabilities (PWD) - Ostomy/0					'					1			1
Persons w/ Disabilities (PWD) - Touch Av		auma)								1			1
Property - Special Handling	Croiori (pairi/tir	auma)		3					2	7	3	3	18
Property - Special Handling - Damaged It	ems - Checker	1		0					1	3		1	5
Property - Special Handling - Missing Iten		4								2		1	3
Property - Special Handling - Missing Item				3					1	2	3		10
Screening	Oncored			2			3	1	1		1		9
Screening - Lengthy Lines							J	'	1		'	1	1
Screening - Procedures/Process							3	1			1	1	6
Screening - Retrieving Abandoned/Confis	cated Items			2			J	'			'	1	2
2020	8	1	7 18		17	12	3		1	1	2	3	97
Civil Rights	1		1 1			1	1		•	•	1	•	8
Civil Rights - Constitutional Rights	1					'	'				'		1
Civil Rights - Racial Profiling or Discrimin			1	2							1		4
Civil Rights - Sex/Gender/Gender Identity						1	1				'		2
Civil Rights - Sexual Orientation - Not Tra		idoi	1			'	'						1
Customer Service	2		3 2	1	2	1							11
Customer Service - Others			1	'		'							1
Customer Service - TSO	2		2 2	1	2	1							10
Locks			2		2								8
Locks - Missing or Damaged Lock			2		2								8
Lost and Found			1	0		'							1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4		3 5	2	5	5	1		1		1	1	28
Mishandling of Passenger Property - Dam						- 0	'					'	1
Mishandling of Passenger Property - Dam			2 4		4	5	1		1		1	1	24
Mishandling of Passenger Property - Disa			1 1		1								3
Patdown	l ayou nom		1 1		2							1	5
Patdown - Children												1	1
Patdown - Flyer			1		2								3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)			1		2	1							7
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal M		S		1									1
Persons w/ Disabilities (PWD) - Medical [			the Body	1									1
Persons w/ Disabilities (PWD) - Mobility [					2								3
Persons w/ Disabilities (PWD) - Wheelch					_	1							1
Property - Special Handling	1		5 4	2	3	2	1						18
Property - Special Handling - Damaged It	ems - Carry		1		2								3
Property - Special Handling - Damaged It	ems - Checl		2 3	1		1							7
Property - Special Handling - Missing Iten	1		2 1		1	1	1						8
Screening			4 1	2	1	1				1		1	11
Screening - Inconsistency			1										1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			4	2		1				1		1	9
2021	1		1 1		2	3	6	4	12	14	12	11	70
Civil Rights					1				1	1		1	4
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimin	ation									1		1	2
Civil Rights - Screening of Religious Cultu		onial It	ems						1				1
Claims			1										1
Claims - General			1										1
Customer Service				2		2	1	1	3		1		10
Customer Service - TSO				2		2	1	1	3		1		10
Expedited Passenger Screening Program							2	1	4	8	4	6	25
Expedited Passenger Screening Program	- TSA Applica	tion Pro	ogram						-	1		0	1
Expedited Passenger Screening Program			J				2	1	4	7	4	6	24
Locks	1								-	,		0	1
Locks - Missing or Damaged Lock	1												1
Lost and Found	<u> </u>										1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property					1		1	1	1	1			5
Mishandling of Passenger Property - Dam	laged/Missing	lteme-	Carry-on Luc	idade			1		1				1
	904/14/100/11/9		_ay on Eug	,5~5°			1						<u>'</u>

		TS	SA Contact	Center (To	CC) Data	Tool - FOI	4						
Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dan	maged/Missing It	emsCh	ecked Bagg	age	1				1 1				
Mishandling of Passenger Property - Dan	maged/Missing It	emsUn	specified Lu	ggage						1			
No Jurisdiction				1									
No Jurisdiction - Refer to CBP				1									
Patdown									1				
Patdown - Flyer as Observer									1				
Persons w/ Disabilities (PWD)							1		1		1	2	į
Persons w/ Disabilities (PWD) - Diabetes	s								1				
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Medically	y Necessary Me	dication a	and Medical	Supplies								1	
Persons w/ Disabilities (PWD) - Mobility	Disability (Not W	/heelcha	ir or Scooter	-)								1	
Persons w/ Disabilities (PWD) - Service /	Animals			,							1		
Property - Special Handling		1				1	1		1	2	. 1	2	
Property - Special Handling - Damaged II	tems - Carry-On									1	1	2	
Property - Special Handling - Damaged It									1				
Property - Special Handling - Missing Iter		1											
Property - Special Handling - Missing Iter		•				1	1			1			
Screening									1	2	. 4		-
Screening - Lengthy Lines									1	_			
Screening - Procedures/Process										2	. 4		(
2022	7	17	19	18	16								7
Civil Rights		1	2										
Civil Rights - Racial Profiling or Discrimin	nation		2										2
Civil Rights - Sex/Gender/Gender Identity		1											
Claims	, , , , , , , , , , , , , , , , , , , ,	1											
Claims - General		1											
Customer Service	2	1	4	3	2								12
Customer Service - TSO	2	1	4	3	2								12
Expedited Passenger Screening Program	4	10	10	10	10								44
Expedited Passenger Screening Program		1	10	10	10								- 2
Expedited Passenger Screening Program	_	9	10	10	10								42
Locks			1	10	10								-12
Locks - Missing or Damaged Lock			1										
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property		'			1								
Mishandling of Passenger Property - Disa	I arraved ItemsC	arry-on o	or Checked		1								
Patdown			J	3	1								
Patdown - Flyer				3	1								
Persons w/ Disabilities (PWD)		1	1	1	- 1								
Persons w/ Disabilities (PWD) - Internal I	ा Medical Devices			1									
Persons w/ Disabilities (PWD) - Medically			1	'									
Persons w/ Disabilities (PWD) - Wheelch		1	1										
Property - Special Handling	, 00001017	1			2								
Property - Special Handling - Damaged II	tems - Checked	- '			1								
i roperty - openial i latinitity - Dalliagen i					1								
	me - Carry-On												
Property - Special Handling - Missing Iter		1											
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	ms - Checke	1	1	1									
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	ms - Checke 1	1	1	1									;
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	ms - Checke	1	1	1									

				ct Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	3	4	1	1	2	3	2	3	4	5	6	2	36
2019						1	1	2	1	2	1	1	9
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property							1	1		1			3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	iggage			1	1		1			3
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Ite	ems - Check	ed							1				1
Property - Special Handling - Missing Iten	ns - Checked					1							1
Screening								1			1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process											1		1
2020		3								1		1	5
Mishandling of Passenger Property		1								1		1	3
Mishandling of Passenger Property - Dam	aged/Missii	1								1		1	3
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged It	ems - Checl	1											1
2021	2					2	1	1	3	2	5		16
Civil Rights								1	1		1		3
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transq	ender						1	1				2
Customer Service	2					1	1		1				5
Customer Service - TSO	2					1	1		1				5
Expedited Passenger Screening Program						1				2			3
Expedited Passenger Screening Program	- TSA PreCh	neck				1				2			3
Mishandling of Passenger Property										_	1		1
Mishandling of Passenger Property - Dam	aged/Missin	a ItemsC	hecked Ba	iggage							1		1
Persons w/ Disabilities (PWD)		J -		33 3							1		1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts									1		1
Screening									1		2		3
Screening - Inconsistency									1		1		2
Screening - Procedures/Process											1		1
2022	1	1	1	1	2								6
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	1	'	1		1								3
Expedited Passenger Screening Program	1		1		1								3
Screening	'				1								1
Screening - Procedures/Process					1								1

egories	10-Oct 11		12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	3	3	4		4					67-541			
AN	3	3	4	4					-				
2019				1	2	2	1	1	1	5	2		
Advanced Imaging Technology (AIT)					1								
Advanced Imaging Technology (AIT) - Fly	er				1								
Civil Rights								1					
Civil Rights - Perceived Religion								1					
Customer Service				1		1				1	1		
Customer Service - TSO				1		1				1	1		
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property					1					2			
Mishandling of Passenger Property - Dam	naged/Missing It	emsChe	cked Bagg	age	1					1			
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	r Checked							1			
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling						1				1			
Property - Special Handling - Damaged It	ems - Checked									1			
Property - Special Handling - Missing Iten						1							
Screening	- Chocked								1	1			
Screening - Procedures/Process									1	1			
		1	2		1		1			'	3		
2020		1	2	1	1		1				3		
Civil Rights	15												
Civil Rights - Screening of Religious or Cu	ultural Garments	3		1									
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missing It	emsChe	ecked Bagg	age							1		
Patdown		1	1										
Patdown - Flyer		1	1										
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication a	nd Medical	Supplies							1		
Property - Special Handling			1								1		
Property - Special Handling - Damaged It	ems - Carry-On		1										
Property - Special Handling - Damaged It											1		
Screening					1								
Screening - Procedures/Process					1								
2021	2	1								1	1	2	
Customer Service	_	•								1			
Customer Service - TSO										1		1	
Locks										'		1	
Locks - Missing or Damaged Lock												1	
Persons w/ Disabilities (PWD)	1										1		
											1		
Persons w/ Disabilities (PWD) - Medically				`									
Persons w/ Disabilities (PWD) - Mobility [			or Scoote	-)							1		
Screening	1	1											
Screening - Procedures/Process	1	1											
2022	1	1	2	2	1								
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimin	ation		1										
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program		1		1	1								
Expedited Passenger Screening Program	- TSA Applicati		am		1								
Expedited Passenger Screening Program		1		1									
No Jurisdiction	10,11100	'		1									
No Jurisdiction - Refer to Other				1									
Patdown			1	I									

			IOA COIIta	ocinici (	i oo, bata	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR	1		1					1			1		4
2019											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2020	1		1										2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	1										1
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	ggage				1					1

		TS	A Contact	Center (TCC	C) Data Too	I - FOIA							
Categories	10-Oct 1	1-Nov 1	12-Dec	01-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	416	379	380	447	472	295	241	237	266	319	326	345	4,123
2019				107	116	141	152	146	111	126	158	136	1,193
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Fly	er									1			1
Civil Rights	j.			3	3	1	4	9	4	9	8	7	48
Civil Rights - Age				3	1	- '		3		9	0	,	
													1
Civil Rights - Constitutional Rights					1							1	2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin				1				3					4
Civil Rights - Racial Profiling or Discrimin	ation			1		1	3	4	1	6	2	2	20
Civil Rights - Screening of Religious Cultu		onial Items									1		1
Civil Rights - Sex/Gender/Gender Identity				1	1		1	2	2	1	4	4	16
		idei		ı	'						4	4	
Civil Rights - Sexual Orientation - Not Tra	nsgender									2			2
Civil Rights - Transgender Screening											1		1
Customer Service				22	26	33	34	28	24	29	32	26	254
Customer Service - CSM						1							1
Customer Service - Others					1	2	7	2	2	5	2	3	24
Customer Service - TSO				22	25	30	27	26	22	24	30	23	229
Locks				3	6	7	6	11	4	4	8	5	54
Locks - Missing or Damaged Lock				3	6	7	6	11	4	4	8	5	54
Lost and Found				2	1	1	1	2		1	2	1	11
Lost and Found - Airport/TSA				2	1	1	1	2		1	2	1	11
Mishandling of Passenger Property				36	27	39	35	41	25	30	40	32	305
Mishandling of Passenger Property - Dam	l laned/Missing	ItemsCarr	v-on Lua	7	6	8	9	5	4	6	3	6	54
Mishandling of Passenger Property - Dam				24	18	28	18	34	19	18	32	21	212
					10	20	10		19		32	۷۱	
Mishandling of Passenger Property - Dam								1		2			3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checker	5	3	3	8	1	2	4	5	5	36
Patdown					7	6	6	3		5	4	6	37
Patdown - Flyer					7	6	6	3		5	3	6	36
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				7	12	6	7	5	7	6	10	6	66
	n o otrum			1	12	0	- 1	5	- 1	0	10	0	
Persons w/ Disabilities (PWD) - Autism S				1									1
Persons w/ Disabilities (PWD) - Cancer (g								1					1
Persons w/ Disabilities (PWD) - Cognitive	/Development	tal /Mental [	Disability	1							1		2
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	sings/Mask	S			1					1		2
Persons w/ Disabilities (PWD) - General				1	1	1		1	1			1	6
Persons w/ Disabilities (PWD) - Hearing I	l mnairment			1		1		1					3
		_				'		1	4	4			
Persons w/ Disabilities (PWD) - Internal N				1					1	1			3
Persons w/ Disabilities (PWD) - Medical I							1						1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication ar	nd Medical	Supplies	1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1					1		2
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not \	Wheelchair	or Scoot	1	4		3	2	2		2	3	17
Persons w/ Disabilities (PWD) - Respirato						1	1		1	1	1		5
				1	1	'	- '		1	1			4
Persons w/ Disabilities (PWD) - Touch Av				- 1									
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	egway			3	1	1		1	1	4	1	12
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Beauty & 0	Prooming Items	3										1	1
Property - Special Handling				29	30	33	37	30	35	25	33	40	292
Property - Special Handling - Damaged It	ı ems - Carry-Oı	1		8	5	4	5	3	4	3	5	3	40
Property - Special Handling - Damaged It				5	4	10	8	6	7	4	8	11	63
Property - Special Handling - Missing Iten				2	15		6	3	6	5	7	8	55
						3							
Property - Special Handling - Missing Iten	ns - Checked			14	6	16	18	18	18	13	13	18	134
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening				5	4	15	21	17	11	16	21	12	122
Screening - Crew Member or Airline Emp	ovee											1	1
Screening - Inconsistency									1			2	3
						-				4	4		
Screening - Lengthy Lines						1	2		1	1	1	1	7
Screening - Procedures/Process				4	4	12	17	16	9	11	15	6	94
Screening - Retrieving Abandoned/Confis	cated Items			1			1				3	1	6
Screening - Security Breach						2		1		4	2	1	10
Screening - Traveling with Cash							1						1
2020	165	138	180	164	157	80	11	12	37	60	54	77	1,135
Civil Rights	5	4		2	6	1	1	12	4	1	2	1	
	5		11	2	Ö	1	1	1	4	1	2	1	39
Civil Rights - Age		1	1										2
Civil Rights - National Origin		1	2		1								4
Civil Rights - Racial Profiling or Discrimin	5	1	6	1	3	1	1	1	4	1	2	1	27
Civil Rights - Sex/Gender/Gender Identity	- Not Transc	1	2	1	1								5
Civil Rights - Sexual Orientation - Not Tra		•		•	1								1
		40	40	27		0.4	2	2	0	0	44	04	
Customer Service	34	42	49	37	33	24	2	3	8	9	11	21	273
Customer Service - Others	4	13	17	8	6	1	1		1	1	2	3	57
Customer Service - TSO	30	29	32	29	27	23	1	3	7	8	9	18	216
Locks	3	5	12	10	7	1			1		1	2	42
Locks - General				1									1
Locks - Missing or Damaged Lock	3	5	12	9	7	1			1		1	2	41
Lost and Found		1	2	1	2	2			- '	1	1	2	12
Lost and Found - Airport/TSA		1	2	1	2	2				1	1	2	12
Mishandling of Passenger Property	36	25	38	36	38	19	4	1	10	9	11	9	236
Mishandling of Passenger Property - Dam	4	6	9	8	9	7	2		3	3	3		54
Mishandling of Passenger Property - Dam	22	15	25	26	27	11	2	1	6	6	7	7	155
Mishandling of Passenger Property - Dam	1	1	_0								- '		2
			4			4							
Mishandling of Passenger Property - Disa		3	4	2	2	1_			1		1	2	25
Patdown	3	2	4	5	2	1				1		3	21
Patdown - Flyer	2	2	4	5	1	1				1		2	18
Patdown - Flyer as Observer	1				1							1	3
	· · ·				'							'	

Persone w/ Dischilities (DWD)					) Data Too								
							4-Apr 0	5-May 0	6-Jun		08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD)	12	5	6	10	14	1				4	2	6	
Persons w/ Disabilities (PWD) - Autism Sp												2	
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1			1								
Persons w/ Disabilities (PWD) - Diabetes		1			1								
Persons w/ Disabilities (PWD) - Hearing I	1			1	1								
Persons w/ Disabilities (PWD) - Internal M				1									
Persons w/ Disabilities (PWD) - Medical D		1											
Persons w/ Disabilities (PWD) - Medically	3	1		1	5					1	1		
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		1										
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1	2	4	3							1	
Persons w/ Disabilities (PWD) - Ostomy/0													
Persons w/ Disabilities (PWD) - Prosthesi		d Casts		1									
Persons w/ Disabilities (PWD) - Respirato				1		1						1	
. , , ,	,	_quipinent		ı		1				4		ı	
Persons w/ Disabilities (PWD) - Service A					4					1	-		
Persons w/ Disabilities (PWD) - Touch Av			1		1						1	1	
Persons w/ Disabilities (PWD) - Wheelcha			2	1	2					2		1	
Property - Special Handling	50	42	34	44	40	19	2	2	9	25	15	26	
Property - Special Handling - Damaged Ite	7	8	10	14	9	7				2	1	3	
Property - Special Handling - Damaged Ite	9	6	5	9	4	1	1	1	3	8	1	4	
Property - Special Handling - Missing Item	20	13	11	3	13	4	1	1	2	9	2	9	
Property - Special Handling - Missing Item		15	8	18	14	7			4	6	11	10	
Screening	22	12	24	19	15	12	2	5	5	10	11	7	
<u> </u>	1	1	24	1	15	12		3	J	10	- 11	,	
Screening - Crew Member or Airline Empl		ı		1									
Screening - Inconsistency	1		1		1	1					2	1	
Screening - Lengthy Lines	4	2	2	2	1	2		1					
Screening - Procedures/Process	14	7	21	14	11	9	2	4	5	9	9	5	
Screening - Retrieving Abandoned/Confis	cated Items	2											
Screening - Security Breach	2			2	2					1		1	
1	83	63	37	45	41	74	78	79	118	133	114	132	
		03	31	40		/4	70		110	133	114	132	
Additional Information Required/Insufficient Inf					1			1					
Additional Information Required/Insufficier	nt Information -	EMAIL ONI	LY		1			1					
Airline										1		1	
Airline - Policy/Regulations/Service										1		1	
Civil Rights	3	3	2		1	3	5	1	3	7	3	2	
Civil Rights - Age						1						1	
Civil Rights - Constitutional Rights									1	1			
								4	- 1				
Civil Rights - Perceived Religion								1					
Civil Rights - Racial Profiling or Discrimina		3	2			1	3		2	6	3		
Civil Rights - Sex/Gender/Gender Identity-	<ul> <li>Not Transgene</li> </ul>	der			1	1	1					1	
Civil Rights - Transgender Screening	2						1						
Claims			3	1			1			1		1	
Claims - General			3	1			1			1			
Claims - Status				•								1	
												, I	
Current Topic					2								
Current Topic - Current Topic					2								
Customer Service	26	20	11	12	13	18	15	20	32	23	27	24	
Customer Service - CSM							1						
Customer Service - Others	2	- 4	1	1									
Customer Service - Others	3	4											
					13	18	14	20	32	23	27	24	
Customer Service - TSO	23	16	10	11	13	18	14	20	32	23	27	24	
Customer Service - TSO Duplicate E-mail					13	18	14	20	32	23	1	24	
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General			10	11							1		
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program	23	16			13	18	20	19	36	50	1	24	
Customer Service - TSO Duplicate E-mail	23	16	10	11							1		
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program	23 - Active Duty M	16	10	11					36		1		
Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Active Duty M	16 Nilitary	3	5		11	20	19	36 1	50	1 1 35	63	
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	- Active Duty M - DoD - TSA Applicati	16 filitary ion Program	3	5	5	11	20	19	36 1	50	1 1 35 1	63 1 7	
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program	- Active Duty M - DoD - TSA Applicati - TSA PreChec	16 filitary ion Program	3	5		11 2 8	20	19	36 1	50	1 1 35	63 1 7 54	
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program	- Active Duty M - DoD - TSA Applicati - TSA PreChec	16 filitary ion Program	3 n 3 Opt In	5	5	11	20	19	36 1	50 2 48	1 1 35 1 1 33	63 1 7	
Customer Service - TSO  Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Identification (ID) Requirements	- Active Duty M - DoD - TSA Applicati - TSA/DHS Err 1	16 filitary ion Program	3	5	5	11 2 8	20	19	36 1	50	1 1 35 1 1 33	63 1 7 54	
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Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program  Identification (ID) Requirements  Identification (ID) Requirements - Domest  Identification (ID) Requirements - ID Mato  Identification (ID) Requirements - Minors II  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction  No Jurisdiction - Refer to FAA  No Jurisdiction - Refer to Other  Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - General  Patdown - Flyer as Observer  Patdown - Seneral  Patdown - Non-Flyer	23  - Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em  1 hing Ticket and Domestic  1 1 1 1 1 7 rrayed Item	16 filitary fion Programsk sk sployees - Co Boardii 2 1 1 10 1 3 2	10 3 Dpt In 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	11 5 1 4 1 1 1 9 6 3	5 5 4 1 3 3	11 2 8 1 1 1 1 9 3 4 2 1 1	20 5 15 13 8 5	19 2 17 3 3 3 1 1 1 1 1 3 2 1	36 1 2 33 1 1 1	50  2 48  1  1  1  1  2 5  2 2 2 2	1 1 35 1 1 33 33 1 1 1 9 6 3 1 1	63 1 7 54 1 1 1 1 1 1 1 2 2 2	
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program  Identification (ID) Requirements  Identification (ID) Requirements - Domest  Identification (ID) Requirements - ID Mato:  Identification (ID) Requirements - Minors II  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to FAA  No Jurisdiction - Refer to Other  Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - General  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism Sp	23  - Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em  1 1 ning Ticket and Domestic  1 1 1 1 7 rrayed Item	16 filitary fion Program k apployees - C  Boardii  2 1 12 1 10 1 3 2	10 3 n 3 Dpt In 1 1 1 1 1 1 1 1 3 3	11 5 1 4 1 1 1 9 6 3	5 5 4 1 3 3	11 2 8 1 1 1 1 9 3 4 2 1 1	20 5 15 13 8 5	19 2 17 3 3 3 1 1 1 1 1 3 2 1	36 1 2 33 1 1 1	50  2 48  1  1  1  1  2 5  2 2 2 2	1 1 35 1 1 1 33 3 1 1 1 1 2 2	63 1 7 54 1 1 1 1 1 1 1 2 2 2	
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program  Identification (ID) Requirements - Domest  Identification (ID) Requirements - ID Mator  Identification (ID) Requirements - ID Mator  Identification (ID) Requirements - Minors II  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to FAA  No Jurisdiction - Refer to Other  Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties - Gener  Patdown - Flyer  Patdown - Flyer  Patdown - Spersons W Disabilities (PWD)  Persons w Disabilities (PWD)  Persons w Disabilities (PWD) - Autism Spersons w Disabilities (PWD) - Cancer (Spersons W Disabilities (PWD) - Can	23  - Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em  1 1 ning Ticket and Domestic  1 1 1 1 7 7 rrayed Item  6 Dectrum Iteneral) Not Bre Iten Dod Iten Iten Iten Iten Iten Iten Iten Iten	16 filitary fon Program k apployees - C  Boardii  2 1 12 1 10 1 3 2 1 4 east Cancer	10 3 n 3 Dpt In 1 1 1 1 1 1 1 1 3 2 1 1 1 1 1 1 1 1 1 1	11 5 1 4 1 1 1 9 6 3	5 5 4 1 3 3	11 2 8 1 1 1 1 9 3 4 2 1 1	20 5 15 13 8 5	19 2 17 3 3 3 1 1 1 1 1 3 2 1	36 1 2 33 1 1 1	50  2 48  1  1  1  7  2 5	1 1 35 1 1 1 33 3 1 1 1 1 2 2	63 1 7 54 1 1 1 1 1 1 2 2 5 4 1	
Customer Service - TSO  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program  Identification (ID) Requirements  Identification (ID) Requirements - Domest  Identification (ID) Requirements - ID Mato:  Identification (ID) Requirements - Minors II  Locks  Locks - General  Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disa  No Jurisdiction  No Jurisdiction - Refer to FAA  No Jurisdiction - Refer to Other  Notice of Violation/Civil Penalties  Notice of Violation/Civil Penalties  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - General  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism Sp	23  - Active Duty M - DoD - TSA Applicati - TSA PreChec - TSA/DHS Em  1 1 ning Ticket and Domestic  1 1 1 1 7 rrayed Item	16 filitary fion Program k apployees - C  Boardii  2 1 12 1 10 1 3 2	10 3 n 3 Dpt In 1 1 1 1 1 1 1 1 3 3	11 5 1 4 1 1 1 9 6 3	5 5 4 1 3 3	11 2 8 1 1 1 1 9 3 4 2 1 1	20 5 15 13 8 5	19 2 17 3 3 3 1 1 1 1 1 3 2 1	36 1 2 33 1 1 1	50  2 48  1  1  1  1  2 5  2 2 2 2	1 1 35 1 1 1 33 3 1 1 1 1 2 2	63 1 7 54 1 1 1 1 1 1 1 2 2 2	

Persons w Disabilities (PWD) - Internal Medical Devices	19 6 6 7 1 2 4	18 4 10 11 11 11 11 11 11 11 11 11 11 11 11
Persons w Disabilities (PWD) - Medically Necessary	19 6 6 6 7 1 2	10
Persons w/ Disabilities (PWD) - Medically Necessary   1	19 6 6 6 7 1 2	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)	19 6 6 6 7 1 2	10
Persons w/ Disabilities (PWD) - Mobility   2	19 6 6 1 6 7 1 2	10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	19 6 6 1 6 7 1 2	10
Persons w/ Disabilities (PWD) - Service Animals	19 6 6 1 6 7 1 2	10
Persons w/ Disabilities (PWD) - Service Animals	19 6 6 1 6 7 1 2	10
Persons w	6 6 1 6 7 1 2	10
Persons w/ Disabilities (PWD) - Wheelch   1   1   1   1   1   1   3   1   1   1	6 6 1 6 7 1 2	10
Prohibited & Permitted Items - Electronic Devices   1	6 6 1 6 7 1 2	10
Prohibited & Permitted Items - Electronic Devices   1	6 6 1 6 7 1 2	10
Prohibited & Permitted Items - General   Prohibited & Permitted Items - General   Prohibited & Permitted Items - General   Prohibited & Permitted Items - Liquids/Gels/Aerosols   1   1   1   1   1   1   1   1   1	6 6 1 6 7 1 2	10
Prohibited & Permitted Items - Lighters/Malches	6 6 1 6 7 1 2	10
Prohibited & Permitted Items - Lighters/Matches	6 6 1 6 7 1 2	10
Prohibited & Permitted Items - Liquids/Gels/Aerosols   1	6 6 1 6 7 1 2	10
Property - Special Handling	6 6 1 6 7 1 2	10
Property - Special Handling - Damaged It   3   3   1   2   1   6   3   5   10   8   8	6 6 1 6 7 1 2	10
Property - Special Handling - Damaged It   3	6 1 6 7 1 2	10
Property - Special Handling - Missing Item	1 6 7 1 2	10
Property - Special Handling - Missing Item   12   5   2   3   5   3   2   5   6   5	6 7 1 2	10
Screening	7 1 2	10
Screening - Inconsistency   2 5 1 1 1 1 1 1 1   1   1	1 2	
Screening - Inconsistency   2   5   1   1   1   1   1   1	2	
Screening - Lengthy Lines   1		
Screening - Procedures/Process   12   3   4   4   2   9   7   4   7   12   6		·
Screening - Rail	4	
Screening - Retrieving Abandoned/Confiscated Items		
Screening - Traveling with Cash         1         1           2022         168         178         163         131         158           Additional Information Required/Insufficient Information         1         4		79
168   178   163   131   158		79
Additional Information Required/Insufficient Information       1         Additional Information Required/Insufficient Informatic       1         Airline       2       2         Airline - Policy/Regulations/Service       2       2         Animals       1         Animals - Carry-On       1		79
Additional Information Required/Insufficient Informatic         1           Airline         2         2           Airline - Policy/Regulations/Service         2         2           Animals         1           Animals - Carry-On         1		
Airline         2         2           Airline - Policy/Regulations/Service         2         2           Animals         1           Animals - Carry-On         1		
Airline - Policy/Regulations/Service         2         2           Animals         1           Animals - Carry-On         1		
Animals         1           Animals - Carry-On         1		
Animals - Carry-On 1		
		- :
Civil Rights - Civil Rights Violation (TSA Employee) 2		
Civil Rights - Constitutional Rights 1		
Civil Rights - National Origin 2		
Civil Rights - Racial Profiling or Discrimin 4 3 4 1 1		
Civil Rights - Screening of Religious or Cultural Garm 1		
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1		
Civil Rights - Transgender Screening 1		
Claims 3 1 1		
Claims - General 2 1		
Claims - Status 1 1		
Customer Service 28 36 31 23 27		14
Customer Service - Others 1		
		14
Duplicate E-mail 1 1 1		
Duplicate E-mail - General 1 1 1		
Expedited Passenger Screening Program 76 85 84 68 86		39
Expedited Passenger Screening Program - DoD 1 1 1 1 1		
Expedited Passenger Screening Program 3 15 9 3 4		
Expedited Passenger Screening Program 73 69 74 64 81		36
Identification (ID) Requirements 1 1		
Identification (ID) Requirements - Domestic 1 1		
Locks - Missing or Damaged Lock 1 1		
Lost and Found 1 2		
Lost and Found - Airport/TSA 1 2		
Mishandling of Passenger Property 4 3 5 7 1		- 2
Mishandling of Passenger Property - Dam 2 3 2 2		
Mishandling of Passenger Property - Dam 2 3 5 1		
No Jurisdiction 1 3 4 2		
No Jurisdiction - Refer to CBP 1		
No Jurisdiction - Refer to Other 3 4 2		
Patdown 5 1 2 2		
Patdown - Flyer         5         1         2         2		
Persons w/ Disabilities (PWD) 5 9 3 3 7		
Persons w/ Disabilities (PWD) - Autism S		
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment 2		
Persons w/ Disabilities (PWD) - General 1 2		
Persons w/ Disabilities (PWD) - Hearing Impairment 1 1		
Persons w/ Disabilities (PWD) - Internal Medical Dev 1		
, ,		
Persons w/ Disabilities (PWD) - Medical [ 1 1 1		
Persons w/ Disabilities (PWD) - Medically Necessary 3		
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 2		
Persons w/ Disabilities (PWD) - Prosthesis/Amputees 1 1		
Persons w/ Disabilities (PWD) - Service Animals 1 1		
Persons w/ Disabilities (PWD) - Wheelch 2 2 1 1 1		
Prohibited & Permitted Items 2 2 1		
Prohibited & Permitted Items - Breast Milk/Baby Form 1		
Prohibited & Permitted Items - Food/Beverages 2		
Prohibited & Permitted Items - General 1 1		
Prohibited & Permitted Items - Knives/Too 1		

			I SA CUIILA	i center (	icc) Dala i	001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Medication	/Prescriptio	n/Medically	Necessary	1									1
Property - Special Handling	25	9	18	7	14								73
Property - Special Handling - Damaged Ite	13	4	9	6	6								38
Property - Special Handling - Damaged Ite	2	1	1	1	1								6
Property - Special Handling - Missing Item	4	2	4		5								15
Property - Special Handling - Missing Item	6	2	4		2								14
Screening	14	21	7	8	15								65
Screening - Crew Member or Airline Empl	oyee	1											1
Screening - Inconsistency	5	3	1	1									10
Screening - Lengthy Lines	3	3		2									8
Screening - Procedures/Process	6	13	6	5	14								44
Screening - Retrieving Abandoned/Confis	cated Items				1								1
Screening - Security Breach		1											1

			TSA Contac	ct Center (*	ΓCC) Data <sup>-</sup>	ΓοοΙ - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	1		2	1	1		2	2		1		1	11
2019								1		1			2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	d				1					1
Screening										1			1
Screening - Retrieving Abandoned/Confis	cated Items									1			1
2020					1		1	1					3
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	d			1						1
Screening					1								1
Screening - Procedures/Process					1								1
2021			1	1			1					1	4
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender	1										1
Customer Service				1			1						2
Customer Service - TCC				1									1
Customer Service - TSO							1						1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		1										2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	heck	1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	474	466	565	589	561	402	324	338	414	413	457	382	5,385
2019				165	131	229	213	175	221	200	208	154	1,696
Advanced Imaging Technology (AIT)								2					2
Advanced Imaging Technology (AIT) - Fly	er							1					1
Advanced Imaging Technology (AIT) - No	n-Flyer							1					1
Civil Rights				7	4	7	5	6	4	2	8	5	48
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1				1	1				3
Civil Rights - Perceived Religion	- 4: - ·-			4	0	1	1	0	1		-	4	3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu		nonial Ita	me	4	3	4	2	3	1		5	1	23
Civil Rights - Sex/Gender/Gender Identity-			115	2	1	1	1	2	1	1	1	4	14
Civil Rights - Sexual Orientation - Not Trai		ridei			1	'	1			'	'	4	1
Civil Rights - Transgender Screening	goao.									1	1		2
Customer Service				15	15	37	34	24	25	26	21	23	220
Customer Service - Others					2	2	3	1		2			10
Customer Service - TSO				15	13	35	31	23	25	24	21	23	210
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks				9	9	14	16	13	17	13	20	13	124
Locks - General									2				2
Locks - Missing or Damaged Lock				9	9	14	16	13	15	13	20	13	122
Lost and Found				13	10	14	16	6	13	22	13	9	116
Lost and Found - Airport/TSA				13	10	14	16	6	13	22	13	9	116
Mishandling of Passenger Property		11		58	36	62	54	40	58	51	48	39	446
Mishandling of Passenger Property - Dam				4	4	5	6	4	7	3	3	5	41
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				47	27	45 2	40 1	29	42	43	39	30	342
Mishandling of Passenger Property - Disa				.uggage 7	5	10	7	5	9	5	6	4	58
Patdown	nayeu items-	-Carry-Ori	OI CHECKE	4	8	7	6	3	5	9	11	3	56
Patdown - Flyer				4	8	5	6	3	4	8	11	3	52
Patdown - General									1				1
Patdown - Non-Flyer						2				1			3
Persons w/ Disabilities (PWD)				5	3	7	10	4	18	9	8	6	70
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1		1				2
Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	1
Persons w/ Disabilities (PWD) - Cancer (g						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability			1	1		1	1	3		7
Persons w/ Disabilities (PWD) - Diabetes					1				2	1	1	1	6
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing II									1				1
Persons w/ Disabilities (PWD) - Internal M			I.M	1.0			1						1
Persons w/ Disabilities (PWD) - Medically		ledication	and Medica	ai Supplies		1	1		5	3		2	12
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D		W/boolob	oir or Socot	4			2	1	1		1	2	1 11
Persons w/ Disabilities (PWD) - Respirato				4				- 1		1	- 1		1
Persons w/ Disabilities (PWD) - Service A		Lquipini	JIII.	1						'			1
Persons w/ Disabilities (PWD) - Touch Av		rauma)			1	1	1	1	1	1			6
Persons w/ Disabilities (PWD) - Visual Im		aamaj				1							1
Persons w/ Disabilities (PWD) - Wheelcha		Segway			1	2	3	1	5	1	2		15
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling				40	30	53	53	56	57	51	52	44	436
Property - Special Handling - Damaged Ite				3	2	5		2	6	5	4	5	32
Property - Special Handling - Damaged Ite		d		10	9	6	14	8	13	11	19	14	104
Property - Special Handling - Missing Item				10	3	12	14	15	8	9	13	5	89
Property - Special Handling - Missing Item	ns - Checked			17	16	30	25	31	30	26	16	20	211
Request for Assistance						1	1	1					3
Request for Assistance - Other	(14011000)						1	1					2
Request for Assistance - Wounded Warrio	or (MSIJSOC)			14	16	1	18	20	0.4	17	27	10	470
Screening Screening - Crew Member or Airline Empl	0//00			14	10	27	10	20	24	17	21	10	173
Screening - Grew Member of Affiliae Empl	Oyee									1	1		2
Screening - Lengthy Lines						1		2		1	'	1	5
Screening - Procedures/Process				12	16	24	16	14	21	13	22	6	144
Screening - Retrieving Abandoned/Confise	cated Items							2	2	1	2	1	8
Screening - Security Breach				2		2	2	2	1	1	2	1	13
2020	194	141	239	201	165	101	21	26	42	64	66	46	1,306
Civil Rights	6	5	8	7	6	2		1			6	1	42
Civil Rights - Age	1	1	1	1		1		1					6
Civil Rights - National Origin			2	1									3
Civil Rights - Perceived Religion	1	1		_									2
Civil Rights - Racial Profiling or Discrimina			1	2	4	1					4		15
Civil Rights - Screening of Religious or Cu		1											1
Civil Rights - Sex/Gender/Gender Identity		1		3	2						2	1	13
Civil Rights - Sexual Orientation - Not Tra	nsgenaer	1	1										1
Civil Rights - Transgender Screening Customer Service	27	18	32	29	25	14	4	5	4	9	8	6	181
Customer Service - Others	1	10	2	29	1	2	4	1	1	2	0	Ö	10
Customer Service - Others  Customer Service - TSO	26	18		29	24	12	4	4	3	7	8	6	171
Identification (ID) Requirements	20	10		20	2-7	12	<del></del>			1	1	- 0	2
Identification (ID) Requirements - Domesti	ic									1	1		2
Locks	9	16	21	13	14	9			2		2	5	91
Locks - General					1				_				1
Locks - Missing or Damaged Lock	9	16	21	13	13	9			2		2	5	90
Lost and Found	12	6	6	7	12	4			1	2	3		53

		TSA	Contact C	Center (TCC		I - FOIA							
Categories	10-Oct 1	1-Nov 12	-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	12	6	6	7	12	4			1	2	3		53
Mishandling of Passenger Property	61	33	78	49	39	26	3	7	11	10	8	10	335
Mishandling of Passenger Property - Dam	3	3	5	2	4	1			1	1			20
Mishandling of Passenger Property - Dam	52	27	63	38	26	19	3	7	8	8	6	8	265
Mishandling of Passenger Property - Disa		3	10	9	9	6			2	1	2	2	50
Patdown	7	10	9	5	4	2	1		2	3		1	44
Patdown - Children	,	10		-	-				1	1			2
Patdown - Flyer	7	10	9	5	4	2	1		1	2		1	42
Persons w/ Disabilities (PWD)	4	5	3	10	7	5	ı	1	1	4	2	1	43
Persons w/ Disabilities (PWD) - Breast Ca		5	3		- /	5		- 1	· ·	4		ı	
, ,				1									1
Persons w/ Disabilities (PWD) - Cancer (g						1							1
Persons w/ Disabilities (PWD) - Cognitive		1	1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes	1					1				1	1		4
Persons w/ Disabilities (PWD) - General		1		1	1	1				2			6
Persons w/ Disabilities (PWD) - Hearing li	mpairment			1									1
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1			1								2
Persons w/ Disabilities (PWD) - Medical D	Devices - Attach	ed to the Bo	ody	1									
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	Medic	1	2			1		1		1	6
Persons w/ Disabilities (PWD) - Mobility D		1		2	1	1							5
Persons w/ Disabilities (PWD) - Prosthesi		d Casts	1	1									2
Persons w/ Disabilities (PWD) - Service A		u Ousis	- '-		1								
Persons w/ Disabilities (PWD) - Touch Av		1			1				1				3
Persons w/ Disabilities (PWD) - Visual Im													1
Persons w/ Disabilities (PWD) - Wheelcha			1	1							1		4
Property - Special Handling	46	40	60	57	40	30	7	8	13	24	26	17	368
Property - Special Handling - Damaged Ite	2	6	6	8	2	1	2				1	2	30
Property - Special Handling - Damaged Ite	13	14	23	9	11	8		1	4	9	9	5	106
Property - Special Handling - Missing Item		6	11	13	10	8	2	2	3	2	3	2	66
Property - Special Handling - Missing Item		14	20	27	17	13	3	5	6	13	13	8	166
Request for Assistance		17	20	<u> </u>	17	10	J	J	U	13	13	U	100
Request for Assistance - Other				0.1	1.0	_	_		_	1			1
Screening	22	8	22	24	18	9	6	4	8	10	10	5	146
Screening - Inconsistency	1										1		2
Screening - International Screening		1											1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process	19	7	18	22	17	9	4	4	6	10	9	4	129
Screening - Retrieving Abandoned/Confis	1		1						1			1	4
Screening - Security Breach	1		3	2			1		1				8
2021	74	59	50	36	41	72	90	137	151	149	183	182	1,224
Airline		- 00		- 00	7.	2	2	107	2	143	100	102	6
Airline - Lost Baggage						1							- 1
55 5							0		0				
Airline - Policy/Regulations/Service						1	2	_	2				5
Civil Rights		2	6	1	1	3	3	7	7	3	6	6	45
Civil Rights - Civil Rights Violation (TSA E	mployee)							1	1				2
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimina	ation	1	3	1	1	2	2	2	6	2	4	3	27
Civil Rights - Screening of Religious Cultu	ral and Ceremo	onial Items				1	1						2
Civil Rights - Sex/Gender/Gender Identity-		1	3					2		1	1	1	g
Civil Rights - Sexual Orientation - Not Trail	nsgender							1			1		2
Civil Rights - Transgender Screening												1	1
Claims			1							2	1	1	5
Claims - General			1							2	'	- '	
			- 1										3
Claims - Status	_										1	1	2
Customer Service	6	9	13	10	11	4	12	26	17	20	24	21	173
Customer Service - Others		1		1			1						3
Customer Service - TCC				1									1
Customer Service - TSO	6	8	13	8	11	4	11	26	17	20	24	21	169
DHS TRIP			1						1				2
DHS TRIP - General			1						1				2
Duplicate E-mail										1	1		2
Duplicate E-mail - General										1	1		2
Expedited Passenger Screening Program			2	3	7	17	26	43	55	75	113	104	445
Expedited Passenger Screening Program	DoD			3	,		20	43			113	104	
		D				1			2	1			4
Expedited Passenger Screening Program						2	4	5	6	2	4	7	30
Expedited Passenger Screening Program			2	3	7	14	22	37	46	72	109	97	409
Expedited Passenger Screening Program	- TSA/DHS Em	iployees - O	pt In					1	1				2
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									
Hazardous Materials Safety - General				1									
HAZMAT Endorsement										1			
HAZMAT Endorsement - General										1			
										1			
Human Capital													
Human Capital - Former Employee		4								1	_	_	- 1
Identification (ID) Requirements	1	1	1			1	1		1		2	5	13
Identification (ID) Requirements - Domest		1	1			1	1		1		2	3	11
Identification (ID) Requirements - ID Matc	hing Ticket and	Boarding Pa	ass Issues									1	
Identification (ID) Requirements - Internati												1	
Locks	3	4	2		2	2	1	3	1	1		1	20
Locks - Missing or Damaged Lock	3	4	2		2	2	1	3	1	1		1	20
Lost and Found	2	-1	2		1	1		2	2		2		12
Lost and Found - Airport/TSA	2		2		1	1		2	2		2		
		4.5		40								_	12
Mishandling of Passenger Property	12	15	13	10	6	9	4	10	5	4	2	5	95
Mishandling of Passenger Property - Dam		1	6	4	_	4		2		1		1	19
Mishandling of Passenger Property - Dam	10	12	7	6	5	4	4	6	4	3	2	4	67

ries  Mishandling of Passenger Property - Dama					c) Data Tool - FO							
Mishandling of Passenger Property - Dama					2-Feb 03-Mai	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
			specified Lug	ggage	1							
Mishandling of Passenger Property - Disa	2	2				1	2	1				3
No Jurisdiction					1	1		2	2		1	
No Jurisdiction - No Referral											1	
No Jurisdiction - Refer to CBP								1				
No Jurisdiction - Refer to Other					1	1		1	2			
					I			- 1				
No Subject						1						
No Subject - General						1						
Notice of Violation/Civil Penalties				1								
Notice of Violation/Civil Penalties - General	al			1								
Patdown	1	2	2			3 5	1	4	4	4	1	2
Patdown - Children						1		1		1		
Patdown - Flyer	1	2	2			2 5	1	3	2		1	2
,						2 5	I	3		3		
Patdown - General									1			
Patdown - Non-Flyer									1			
Persons w/ Disabilities (PWD)	7	2	1	3		4 7	4	7	7	7	3	
Persons w/ Disabilities (PWD) - Autism Sp	ectrum								1	1		
Persons w/ Disabilities (PWD) - Cognitive	1	1	1			1						
Persons w/ Disabilities (PWD) - Diabetes	•	•	•	1			1	2				
` '						1			4			
Persons w/ Disabilities (PWD) - General						1	2		1			
Persons w/ Disabilities (PWD) - Internal M									1			
Persons w/ Disabilities (PWD) - Medically	3	1				1 1						
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)							1				
Persons w/ Disabilities (PWD) - Mobility [	- ,			1		1			2			
Persons w/ Disabilities (PWD) - Prosthesis		nd Caete		1		1						
			4	- 1								
Persons w/ Disabilities (PWD) - Respirato		r Equipmer	it			1						
Persons w/ Disabilities (PWD) - Service A							1	1			2	
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/t	rauma)				2					1	
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ S	Segway				2		3	2	6		
Prohibited & Permitted Items		1	1			1 2	1	1		2	2	
Prohibited & Permitted Items - Alcohol and	1 Tobacco		1									
		4	· ·									
Prohibited & Permitted Items - Breast Milk		1										
Prohibited & Permitted Items - Food/Bever	-					1						
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sh	arp Objects				1						
Prohibited & Permitted Items - Liquids/Gel	s/Aerosols									1	1	
Prohibited & Permitted Items - Marijuana						1						
Prohibited & Permitted Items - Medication	Prescription/	Medically N	lecessary Ite	ems			1				1	
Prohibited & Permitted Items - Remains			rooossary na	,,,,,				1		1	· ·	
	00	40	0	4	0	4 40	05		00		00	00
Property - Special Handling	29	18	2	4	6 1	4 12		39	20	14	22	20
Property - Special Handling - Damaged Ite	4	2		1		1		5	3		3	2
Property - Special Handling - Damaged Ite	7	1	1	2	3	5 3	5	13	4	1	8	5
Property - Special Handling - Missing Item	5	3		1		2 4	6	12	5	7	8	5
Property - Special Handling - Missing Item	13	12	1		3	7 4	10	9	8	2	3	7
Screening	13	5	3	2		0 14		7	8		10	9
ů			3			1	13	,	0	3	10	
Screening - Crew Member or Airline Emplo	byee											
Screening - Inconsistency		1	1	1		3 1	2		2		3	1
Screening - Lengthy Lines					1	1	3	1			1	
								0		_		
Screening - Procedures/Process	12	4	2	1	5	6 11	10	6	6	5	6	
		4	2	1	5	6 11	10	ь	6	5	6	7
Screening - Retrieving Abandoned/Confisc	cated Items	4	2	1	5		10	Ь	6	5	6	7
Screening - Retrieving Abandoned/Confisc Screening - Security Breach	cated Items 1						10	б	6	5	6	7-
Screening - Retrieving Abandoned/Confisc Screening - Security Breach	cated Items 1 206	266	276	187	224		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach 222 Airline	cated Items 1				<b>224</b>		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach	cated Items 1 206		276	187	224		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach 222 Airline	cated Items 1 206		276	187	<b>224</b>		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach 022 Airline Airline - Lost Baggage	206 1		<b>276</b> 3	<b>187</b>	<b>224</b>		10	6	6	5	6	7 1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach  122  Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights	206 1 206 1	266	<b>276</b> 3	<b>187</b>	<b>224</b> 1 1		10	6	6	5	6	7 1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear	206 1	266	<b>276</b> 3	<b>187</b>	<b>224</b> 1 1 4		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear  Civil Rights - Race	206 1 1 3 1	<b>266</b>	<b>276</b> 3 3 5	<b>187</b>	224 1 1 4		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confisc Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race	206 1 3 1 3 1	<b>266</b> 5	276 3 3 5	<b>187</b>	224 1 1 4 1 1		10	6	6	5	6	1,18
Screening - Retrieving Abandoned/Confisc Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race	206 1 3 1 1 1 1 1 1	<b>266</b>	<b>276</b> 3 3 5	<b>187</b>	224 1 1 4		10	6	6	5	6	1,18
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<b>266</b> 5	276 3 3 5	<b>187</b>	224 1 1 4 1 1		10	6	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trans	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<b>266</b> 5 4 1	276 3 3 5	<b>187</b> 1	224 1 1 4 1 1 1 1		10	6	6	5	6	1,15
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trancustomer Service	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1	276 3 3 5 2 1 2 20	<b>187</b> 1 1	224 1 1 4 1 1 1 1 1 1 1 2		10	6	6	5	6	1,18
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26	276 3 3 5	<b>187</b> 1	224 1 1 4 1 1 1 1		10	0	6	5	6	1,118
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trant Customer Service Customer Service - TSO DHS TRIP	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1	276 3 3 5 2 1 2 20	<b>187</b> 1 1	224 1 1 4 1 1 1 1 1 1 1 2		10	0	6	5	6	1,18
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran  Customer Service Customer Service - TSO  DHS TRIP DHS TRIP - General	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26	276 3 3 5 2 1 2 20	<b>187</b> 1 1	224 1 1 4 1 1 1 1 1 1 1 2		10	0	6	5	6	1,18
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trant Customer Service Customer Service - TSO DHS TRIP	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1	276 3 3 5 2 1 2 20	<b>187</b> 1 1	224 1 1 4 1 1 1 1 1 1 1 2		10	0	6	5	6	7 <b>1,15</b>
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP DHS TRIP - General Duplicate E-mail	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1	276 3 3 5 2 1 2 20	<b>187</b> 1 1	224 1 1 4 1 1 1 1 1 1 1 2		10	0	6	5	6	1,15
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO  DHS TRIP DHS TRIP - General  Duplicate E-mail Duplicate E-mail - General	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1	276 3 3 5 2 1 2 20 20	187 1 1	224 1 1 4 1 1 1 1 1 1 1 1 2 12		10	0	6	5	6	1,15
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1 1	276 3 3 5 2 1 2 20 20	187 1 1 1 12 12	224 1 1 4 1 1 1 1 1 12 12		10	0	6	5	6	1,115
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General  Expedited Passenger Screening Program Expedited Passenger Screening Program	1 206 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1 1 1	276 3 3 5 2 1 2 20 20 20	187 1 1 1 12 12 12 129 1	224 1 1 4 1 1 1 1 1 1 1 1 2 12		10	0	6	5	6	1,18
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 206 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1 1 1 191 4 31	276 3 3 5 2 1 2 20 20 20	187 1 1 1 12 12 12 129 1 12	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,15 1,15 1 1 1 1 80
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General  Expedited Passenger Screening Program Expedited Passenger Screening Program	1 206 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1 1 1	276 3 3 5 2 1 2 20 20 20	187 1 1 1 12 12 12 129 1	224 1 1 4 1 1 1 1 1 1 1 1 2 12		10	0	6	5	6	1,15 1,15 1 1 1 1 80
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights - Givil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1 1 1 191 4 31 156	276 3 3 5 2 1 2 20 20 20	187 1 1 1 12 12 12 129 1 12	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  1022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266 5 4 1 26 26 1 1 1 191 4 31 156	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 129 1 12	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,15 1,15 1 1 1 80 6
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO  DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 cmployee: 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 129 1 12	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline  Airline - Lost Baggage  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Headwear  Civil Rights - Race  Civil Rights - Race  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Trar  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 imployee:	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 12 12 12 129 1 12 116	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  22  Airline  Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Headwear  Civil Rights - Race  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Trar  Customer Service  Customer Service - TSO  DHS TRIP  DHS TRIP - General  Duplicate E-mail  Duplicate E-mail - General  Expedited Passenger Screening Program  Expedited Safety  Hazardous Materials Safety  Hazardous Materials Safety  Identification (ID) Requirements	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 cmployee: 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,15 1,15 1 1 1 80 6
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 cmployee: 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,15 1,15 1 1 1 80 6
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  222  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail - General  Expedited Passenger Screening Program	1 206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 cmployee: 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  122  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program Expedited Passenger Screening Progra	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 cmployee: 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  22  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO  DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Expedited Passenger Screening Program Expedited Pass	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 imployees 1 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  22  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO  DHS TRIP  DHS TRIP - General  Duplicate E-mail Duplicate E-mail Duplicate Passenger Screening Program Expedited Passenger Screening Program Italian Discreption of Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Italian Discreption of Program Expedited Passenger Screening Program Expedited Passenger Scree	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1 26 26 1 1 191 4 31 156 imployees 1 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,15 1,15 1 1 1 80 6
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  22  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1 26 26 1 1 191 4 31 15 6 6 6 6 6 6 6 6 6 6 6 6 7 1 1 4 4 4 4 4	276 3 3 5 2 1 2 20 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,15 1,15 1 1 1 80 6 72
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  22  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1 26 26 1 1 191 4 31 156 imployees 1 1	276 3 3 5 2 1 2 20 20 20 197 1 10 184	187 1 1 1 12 12 12 116	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	7 1,15 1 1 9 9 9 7 1 1 1 1 7 7 7 7 7 7 7 7 7 7
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Sexual Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1 26 26 1 1 191 4 31 15 6 6 6 6 6 6 6 6 6 6 6 6 7 1 1 4 4 4 4 4	276 3 3 5 2 1 2 20 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	7 1,15 1 1 9 9 9 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar  Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property	25 25 115 - TSA/DHS E	266  5  4 1 26 26 1 1 1 191 4 31 156 imployee: 1 1 4 4 4 3 2	276 3 3 5 2 1 2 20 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116 3 3 1 1 2 2 3	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	7 1,15 1 1 9 9 1 1 80 6 72
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - Racee Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1 26 26 1 1 191 4 31 156 imployee: 1 1 4 4 3	276 3 3 5 2 1 2 20 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	7 1,15 1 1 1 9 9 9 1 1 1 80 6 72
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Lazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	25 25 115 - TSA/DHS E	266  5  4 1  26 26 1 1  191 4 31 156 imployees 1 1 1	276 3 3 5 2 1 2 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116 3 3 1 1 2 2 3	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	1,18 1 1 1 1 80 6 72
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service Civil Rights Civil Rights - Headwear Civil Rights - Racee Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1 26 26 1 1 1 191 4 31 156 imployee: 1 1 4 4 4 3 2	276 3 3 5 2 1 2 20 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116 3 3 1 1 2 2 3	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10		6	5	6	7 1,15 1 1 9 9 9 1 1 1 80 6 72
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2022  Airline Airline - Lost Baggage Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Headwear Civil Rights - Race Civil Rights - Race Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Lazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	206 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	266  5  4 1  26 26 1 1  191 4 31 156 imployees 1 1 1	276 3 3 5 2 1 2 20 20 197 1 10 184 2	187 1 1 1 12 12 12 116 3 3 1 1 2 2 3	224 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1		10	0	6	5	6	7

Categories	10-Oct	11-Nov	TSA Contact	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Other	10-000	11-1101	12-Dec	01-0an	1	UU-IVIAI	от-дрі	00-may	00-0uii	07-0ui	00-Aug	00-оср	Total
Patdown	3	5	4	8	2								2
Patdown - Children	3	3		1									
Patdown - Flyer	3	3	4	5	2								1
Patdown - Flyer as Observer	3	2		2									
Persons w/ Disabilities (PWD)	8	8		4	4								2
Persons w/ Disabilities (PWD) - Autism S	_	1	4	4	4								
Persons w/ Disabilities (PWD) - Cancer (c													
Persons w/ Disabilities (PWD) - Cognitive		1			1								
Persons w/ Disabilities (PWD) - Diabetes					1								
Persons w/ Disabilities (PWD) - General	1	1			1								
Persons w/ Disabilities (PWD) - Hearing I	1				'								
Persons w/ Disabilities (PWD) - Internal M		1		1									
Persons w/ Disabilities (PWD) - Medically		1	1	1	1								
Persons w/ Disabilities (PWD) - Metal Imp		'	1	- '	'								
Persons w/ Disabilities (PWD) - Mobility [		1	1										
Persons w/ Disabilities (PWD) - Ostomy/0	, ,	2											
Persons w/ Disabilities (PWD) - Prosthesi				1									
Persons w/ Disabilities (PWD) - Service A			1	1									
Persons w/ Disabilities (PWD) - Visual Im													
Persons w/ Disabilities (PWD) - Wheelch													
Prohibited & Permitted Items	1	2	1										
Prohibited & Permitted Items - Breast Mill	k/Baby Form	1											
Prohibited & Permitted Items - Electronic		1	1										
Property - Special Handling	17	7	20	18	18								8
Property - Special Handling - Damaged It	ems - Carry-	On	6	7	6								1
Property - Special Handling - Damaged It	2		3	1	1								
Property - Special Handling - Missing Iten	10	7	9	5	7								3
Property - Special Handling - Missing Iten	T 5		2	5	4								1
Screening	8	12	15	6	8								4
Screening - Children	1												
Screening - Inconsistency	1	2	5	1									
Screening - International Screening			1										
Screening - Lengthy Lines	1				1								
Screening - Procedures/Process	5	8	9	5	7								3
Screening - Shoe Screening		2											

gories B	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data Tool - FOI 02-Feb 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	10-001	11-NOV 9			02-Feb 03-War	04-Apr 4	05-Way	10	07-Jui 8	va-Aug 9	09-Sep	1 Ota
2019	11	9	12	2 13	1	4	10 5	10	5	2	14 8	1
Customer Service				1		1	3	1	1		4	
Customer Service - Others				I		- 1	2	1	- '		4	
Customer Service - Others  Customer Service - TSO				1		1	1	1	1		4	
Mishandling of Passenger Property				1		1	2	1	1			
	and/Minning	Itama C	Shooked De	22222							1	
Mishandling of Passenger Property - Dama									1		4	
Mishandling of Passenger Property - Disarr	rayed items-	-Carry-or	or Checke	ea			2				1	
Patdown									2			
Patdown - Flyer									1			
Patdown - Non-Flyer									1			
Property - Special Handling				1		2				1	1	
Property - Special Handling - Damaged Ite	ms - Checke	ed				2						
Property - Special Handling - Missing Items	s - Carry-On									1		
Property - Special Handling - Missing Items	s - Checked			1							1	
Screening				1		1		1	1	1	2	
Screening - Lengthy Lines										1		
Screening - Procedures/Process				1		1		1	1		2	
2020	4	4		4 2	2		3			2	3	
Advanced Imaging Technology (AIT)	-	_										
Advanced Imaging Technology (AIT) - Flye	r			1								
0 0 0 0 0	:1			ı						1	1	
Civil Rights	4											
Civil Rights - Racial Profiling or Discrimina		_								1	1	
Customer Service	2	2		1			1				2	
Customer Service - TSO	2	2		1			1				2	
Mishandling of Passenger Property	1	1					1			1		
Mishandling of Passenger Property - Dama		ItemsC	Carry-on Lu	ggage			1					
Mishandling of Passenger Property - Dama	aged/Missii	1								1		
Mishandling of Passenger Property - Disa	1											
Patdown		1		1								
Patdown - Flyer				1								
Patdown - Non-Flyer		1										
Property - Special Handling				2								
Property - Special Handling - Damaged Ite	ms - Checke	d	-									
Property - Special Handling - Missing Items		·u		1								
	s - Crieckeu			1	2		4					
Screening	1				2		1					
Screening - Procedures/Process	1				2		1			_		
2021	2		- 2	2 1	1		2	8	3	5	3	
Otall District											1	
Civil Rights												
Civil Rights - Racial Profiling or Discrimina				1							1	
Civil Rights - Racial Profiling or Discrimina Customer Service	tion 1							3	1	3	1	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM								3	1	3	1	
Civil Rights - Racial Profiling or Discrimina Customer Service									1	3	1	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM	1				1			1			1	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program	1	eck			1			1 2		3	1	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO	1	eck						1 2 1		3 2	1	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks	1 1 TSA PreCh	eck						1 2 1		3 2	1	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Locks  Locks - Missing or Damaged Lock	1 1 · TSA PreCh	eck						1 2 1 1		3 2	1	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Locks  Locks - Missing or Damaged Lock  Patdown	1 1 TSA PreCh	eck						1 2 1 1		3 2	1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program - Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer	1 1 TSA PreCh	eck						1 2 1 1		3 2	1	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)	1 1 TSA PreCh 1						2	1 2 1 1		3 2	1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis	1 1 TSA PreCh 1 1		3				2 1	1 2 1 1	1	3 2	1	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar	1 1 TSA PreCh 1 1 1 /Amputees animals	and Casts	S				1	1 2 1 1		3 2	1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis	1 1 TSA PreCh 1 1 1 /Amputees animals	and Casts		1				1 2 1 1	1	3 2	1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar	1 1 TSA PreCh 1 1 1 /Amputees animals	and Casts					1	1 2 1 1	1	3 2	1	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai	1 1 TSA PreCh 1 1 1 /Amputees animals	and Casts	2	1			1	1 2 1 1 1 1 1	1	3 2		
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening	1 1 TSA PreCh 1 1 1 /Amputees animals	and Casts	2	1			1	1 2 1 1 1 1 1	1	3 2		
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program - Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening  Screening - Lengthy Lines	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S	and Casts Segway	2	2 1 1	1		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchal  Screening  Screening - Lengthy Lines  Screening - Procedures/Process	1 1 TSA PreCh 1 1 1 si/Amputees animals ir/ Scooter/ S	and Casts	2	1	1		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai Screening  Screening - Lengthy Lines  Screening - Procedures/Process  2022  Customer Service	1 1 TSA PreCh 1 1 1 si/Amputees animals ir/ Scooter/ S 5 2	and Casts Segway 5	2 1	2 1 1 3 7	1 4 1		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening  Screening - Lengthy Lines  Screening - Procedures/Process  2022  Customer Service  Customer Service - TSO	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 5 2 2	and Casts Segway  5 1 1	1	2 1 1 5 7 1 1	1 4 1		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 2	Segway  5 1 1 3		2 1 1 3 7	1 4 1		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 5 2 2 2 2 TSA Appl	Segway  5 1 1 3 1	2 3 3 4 4 4	1 1 2 1 1 3 7 1 1 1 4 5	1 4 1 1 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening  Screening - Lengthy Lines  Screening - Procedures/Process  2022  Customer Service  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 2	Segway  5 1 1 3	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 5 7 1 1 4 5	1 4 1		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 TSA Appl 2	Segway  5 1 1 3 1 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 2 1 1 3 7 1 1 1 4 5	1 4 1 1 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening  Screening - Lengthy Lines  Screening - Procedures/Process  2022  Customer Service  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 TSA Appl 2	Segway  5 1 1 3 1 2	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 1 5 7 1 1 4 5	1 4 1 1 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 TSA Appl 2	Segway  5 1 1 3 1 2		2 1 1 6 7 1 1 4 5	1 4 1 1 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dama Patdown	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 TSA Appl 2 aged/Missing	Segway  5 1 1 3 1 2		2 1 1 3 7 1 1 4 5 4 5	1 4 1 1 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening  Screening - Lengthy Lines  Screening - Procedures/Process  2022  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Property  Mishandling of Passenger Property - Dama  Patdown  Patdown - Flyer	1 1 TSA PreCh 1 1 1 s/Amputees animals ir/ Scooter/ S 2 2 2 TSA Appl 2 aged/Missing	Segway  5 1 1 3 1 2		2 1 1 6 7 1 1 4 5 4 5	4 1 1 2 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - CSM  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program- Locks  Locks - Missing or Damaged Lock  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Prosthesis  Persons w/ Disabilities (PWD) - Service Ar  Persons w/ Disabilities (PWD) - Wheelchai  Screening  Screening - Lengthy Lines  Screening - Procedures/Process  2022  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Property  Mishandling of Passenger Property - Dama  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)	1 1 TSA PreCh 1 1 1 s/Amputees animals sir/ Scooter/ S 2 2 2 1 TSA Appl 2 aged/Missing 1 1	Segway  5 1 1 3 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 4 5 4 5 1 1	1 4 1 1 2 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 TSA PreCh 1 1 1 s/Amputees animals sir/ Scooter/ S 2 2 2 1 TSA Appl 2 aged/Missing 1 1	Segway  5 1 1 3 1 2 ItemsC	i (	2 1 1 1 3 7 1 1 4 5 1 4 5 1 1 1 1 1 1 1	4 1 1 2 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - CSM Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program- Locks Locks - Missing or Damaged Lock Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchal Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 TSA PreCh 1 1 1 S/Amputees a nimals ir/ Scooter/ S 2 2 2 TSA Appl 2 TSA Appl 2 nged/Missing 1 1 Necessary M	Segway  5 1 1 3 1 2	i (	1 1 2 1 1 1 1 1 4 5 4 5 1 1	1 4 1 1 2 2		1	1 2 1 1 1 1 1 1	1 1 1	3 2	2	

			TSA Contac	ct Center (	ГСС) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE		2	2	1	4	2		1	4	2			18
2019					1	2				1			4
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimina	ation									1			1
Customer Service						1							1
Customer Service - TSO						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening					1								1
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2020				1	1				1				3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage	1								1
Property - Special Handling									1				1
Property - Special Handling - Damaged Ite	ems - Check	ked							1				1
Screening				1									1
Screening - Procedures/Process				1									1
2021								1	3	1			5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program	- TSA PreC	Check						1	2				3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checked	d					1				1
2022		2	2		2								6
Expedited Passenger Screening Program		2	2		2								6
Expedited Passenger Screening Program	- TSA PreC	2	2		2								6

			ISA Conta	ct Center (	icc) Data	1001 - FUI <i>F</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF		1	1	1						1		3	7
2019												1	
Patdown												1	
Patdown - Flyer												1	
2020				1								1	
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Bag	1									
Property - Special Handling												1	
Property - Special Handling - Damaged	I Items - Chec	ked										1	
2021			1							1		1	
Customer Service			1										
Customer Service - TSO			1										
Patdown										1			
Patdown - Flyer										1			
Property - Special Handling												1	
Property - Special Handling - Missing It	ems - Checke	ed										1	
2022		1											
Screening		1											
Screening - Procedures/Process		1											

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBL	2				1			1					4
2019								1					1
Patdown								1					1
Patdown - Flyer								1					1
2020	2				1								3
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling					1								1
Property - Special Handling - Damaged Ite	ems - Checke	ed			1								1

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	3			3	2		2	5	1	3	1	1	2
2019							2	4		2			
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage			1						
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipm	ent				1						
Property - Special Handling								2					
Property - Special Handling - Missing Item	ns - Checked	d						2					
Screening								2		2			
Screening - Lengthy Lines								1		1			
Screening - Procedures/Process								1		1			
2020								1		1			
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Screening								1					
Screening - Procedures/Process								1					
2021	2			2	1				1		1	1	
Customer Service				1							1	1	
Customer Service - TSO				1							1	1	
Prohibited & Permitted Items				1									
Prohibited & Permitted Items - Food/Beve	rages			1									
Property - Special Handling	1								1				
Property - Special Handling - Missing Item	1								1				
Screening	1				1								
Screening - Lengthy Lines					1								
Screening - Procedures/Process	1												
2022	1			1	1								;
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	1				1								
Expedited Passenger Screening Program	1				1								

Categories	10-Oct	11-Nov	12-Dec	01-Ja	n 02		ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK		1		1	3	1	2		3	2	3	2	3	2
2019		-		-	-	-	_	1	3	1	2	1	1	-
Civil Rights									1	1				
Civil Rights - Racial Profiling or Discrimina	ation								1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender								1				
Customer Service									1		1			
Customer Service - TSO									1		1			
Mishandling of Passenger Property												1	1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Li	uggage									1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked B	aggage								1		
Property - Special Handling								1	1		1			
Property - Special Handling - Damaged It	ems - Carry-	On							1					
Property - Special Handling - Missing Iten	ns - Carry-O	n									1			
Property - Special Handling - Missing Iten								1						
2020		1		1	1		1						1	
Mishandling of Passenger Property													1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked B	aggage									1	
Property - Special Handling		1		1			1							
Property - Special Handling - Damaged It	ems - Carry-	On					1							
Property - Special Handling - Missing Iten	ns - Carry-C	1		1										
Screening					1									
Screening - Procedures/Process					1									
2021					1	1	1			1	1	1	1	
Customer Service						1					1			
Customer Service - TSO						1					1			
Expedited Passenger Screening Program										1				
Expedited Passenger Screening Program	- TSA PreC	heck								1				
Mishandling of Passenger Property					1									
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked B	aç	1									
Patdown												1	1	
Patdown - Flyer												1	1	
Persons w/ Disabilities (PWD)							1							
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1							
2022					1									
Expedited Passenger Screening Program					1									
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram		1									

					,		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEB			2										2
2020			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										1
2022			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Beauty & C	Srooming Ite	ems	1										1

	40.0				CC) Data							22.5	
gories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
X .	2	7	5	8	7	1	9	4		6	6		
2019				2	1	1	8	3	6	3	3	7	
Civil Rights				1									
Civil Rights - Constitutional Rights				1									
Customer Service					1		4	1	2		1	2	
Customer Service - Others							1		1				
Customer Service - TSO					1		3	1	1		1	2	
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property							1		2			3	
Mishandling of Passenger Property - Dam	aged/Missing It	ome Cho	cked Ban	nane			1		2			3	
Patdown	aged/Missing It	emscme	ckeu bay	gage			- 1		1		1	2	
Patdown - Flyer									1		1	2	
Property - Special Handling							1	1		2			
Property - Special Handling - Missing Item							1						
Property - Special Handling - Missing Item	s - Checked							1		2			
Request for Assistance						1							
Request for Assistance - Wounded Warrio	or (MSIJSOC)					1							
Screening							2	1	1	1	1		
Screening - Inconsistency							1						
Screening - Procedures/Process							1	1	1	1	1		
2020		3	1	3	1				1		3		
Customer Service		2	•						•		2		
Customer Service - TSO		2									2		
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missing It	emsC	1										
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/traเ	ıma)							1				
Property - Special Handling		1											
Property - Special Handling - Missing Item	s - Checke	1											
Screening				2	1						1		
Screening - Procedures/Process				2	1						1		
2021	1				'		1	1	1	3		6	
Customer Service	•						1			1			
Customer Service - TSO							1						
							1			1			
Expedited Passenger Screening Program	T04 4 11 11							1		2		5	
Expedited Passenger Screening Program			ım									1	
Expedited Passenger Screening Program	- TSA PreChec	k						1		2		4	
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Internal M	ledical Devices								1				
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ems - Checked											1	
Screening	1												
Screening - Procedures/Process	1												
2022	1	4	4	3	5								
Claims	•	-	-7		1								
Claims - General					1								
				1	1								
Customer Service													
Customer Service - TSO				1	-								
Expedited Passenger Screening Program		3	4	2	4								
Expedited Passenger Screening Program	- TSA PreC	3	4	2	4								
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite Screening	1	1											

agarias	40.0-4				(TCC) Data			OF Mass	00 1	07 1	00 4	00 0	T-4-1
egories		1-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FT	4	7		4	1 9	2				9			5
2019					3	1		1		2	1	2	1
Customer Service						1	1		1	1			
Customer Service - TSO						1	1		1	1			
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked E	Baggage					1				
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)								1			
Property - Special Handling												1	
Property - Special Handling - Missing Item	s - Checked											1	
Screening					3		1	1	1		1		
Screening - Inconsistency					1								
Screening - Lengthy Lines					2			1	1				
Screening - Procedures/Process							1				1		
2020		4		1	1								
Customer Service		2			1								
Customer Service - TSO		2			1								
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC		1									
Property - Special Handling	-9	1											
Property - Special Handling - Missing Item	l ns - Checke	1											
Screening	io Oriooko	1											
Screening - Procedures/Process		1											
2021		- '		1	1	1	1	1	4	7	4	2	
Airline				•	•						1		
Airline - Policy/Regulations/Service											1		
Customer Service				1	1				1		- 1		
Customer Service - Others				1	1				- 1				
Customer Service - Others  Customer Service - TSO				1	ı				1				
				1						4	2	0	
Expedited Passenger Screening Program	TCA Annline	4: D							1	4		2	
Expedited Passenger Screening Program			gram								1		
Expedited Passenger Screening Program	- TSA Preche	СК							1	4	2	2	
Mishandling of Passenger Property		_						1					
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	ked				1					
No Jurisdiction										1			
No Jurisdiction - Refer to Other										1			
Patdown									1				
Patdown - Flyer									1				
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sha	rp Objec	ts				1						
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ems - Checked					1							
Screening									1	2			
Screening - Procedures/Process									1	2			
2022	4	3		2	1 4								
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Expedited Passenger Screening Program	3	3		2	1 4								
Expedited Passenger Screening Program	1			1									
pounda . accongc. concerning i regium	2	3			1 4								

		TSA	A Contact	t Center (TC	CC) Data To								
Categories	10-Oct 1	1-Nov 1	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	204	228	241	228	231	133	128	147	202	196	223	186	2,347
2019				52	52	75	95	89	97	97	97	86	740
Civil Rights				2	4	3	1	2	3	5	7	6	33
Civil Rights - Constitutional Rights					1			1			1		3
Civil Rights - Racial Profiling or Discrimina	ıation			1	2	3	1	1		3	5	3	19
Civil Rights - Sex/Gender/Gender Identity		der		1	1				3	1	1	3	10
Civil Rights - Sexual Orientation - Not Tra										1		0	1
Customer Service	l			14	10	21	28	23	28	32	30	26	212
Customer Service - Others				14	10		20			4	4		
					40	2	00	2	1			3	17
Customer Service - TSO				13	10	19	28	21	27	28	26	23	195
Locks				5	1	2	7	3	3	2	5	5	33
Locks - Missing or Damaged Lock				5	1	2	7	3	3	2	5	5	33
Lost and Found				4	5	6	10	3	7	7	8	9	59
Lost and Found - Airport/TSA				4	5	6	10	3	7	7	8	9	59
Mishandling of Passenger Property				5	6	10	11	11	14	13	8	14	92
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarr	y-on Lug	1	3	3	1		1	2		2	13
Mishandling of Passenger Property - Dam				3	2	6	9	8	10	10	8	8	64
Mishandling of Passenger Property - Disa				1	1	1	1	3	3	1		4	15
Patdown				1	2	7	6	4	5	5	5	2	37
Patdown - Children				'	1	- '	-		1	1			3
				1	ı	0		4		4	_		
Patdown - Flyer				ı		6	6	4	3	4	5	2	31
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)				3	3	5	7	7	8	8	8	5	54
Persons w/ Disabilities (PWD) - Autism S	pectrum								2			1	3
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			1
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental [	Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/0		sings/Mask	S				1						1
Persons w/ Disabilities (PWD) - General		J			1		1			1			3
Persons w/ Disabilities (PWD) - Hearing I	I mnairment				1			1	1	- '			3
Persons w/ Disabilities (PWD) - Internal M					ı			'	1	1	4		
. ,			)l				-			1	1		2
Persons w/ Disabilities (PWD) - Medical [						1	1						2
Persons w/ Disabilities (PWD) - Medically		dication an	nd Medica		1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal Imp				1			2				1		4
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelchair	or Scoot	1		2	1		1	3	3		11
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates					1							1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees an	d Casts		1									1
Persons w/ Disabilities (PWD) - Service A	nimals							1					1
Persons w/ Disabilities (PWD) - Visual Im										1			1
Persons w/ Disabilities (PWD) - Wheelcha		away						4	2	1	1	1	9
Prohibited & Permitted Items		9)										1	1
Prohibited & Permitted Items - Chemical/h	l Jouenhold Prod	lucte										1	1
	lousenoid Frod	iucis		40	0	10	40	20	4.4	0	4.5		
Property - Special Handling	0			12	9	10	16	20	11	9	15	12	114
Property - Special Handling - Damaged Ite				1	1	2	4	3	2	2		1	16
Property - Special Handling - Damaged Ite					2	4	2	4	4	2	3	2	23
Property - Special Handling - Missing Item				6	2	2	7	5	3	3	8	6	42
Property - Special Handling - Missing Item	ns - Checked			5	4	2	3	8	2	2	4	3	33
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				6	12	11	9	16	18	15	11	6	104
Screening - Crew Member or Airline Empl	ovee										1	1	2
Screening - Inconsistency	Ľ			1		1			1			1	4
Screening - Lengthy Lines					1	1	2	3	2	3	3	1	16
Screening - Procedures/Process				5	10	8	7	13	14	10	7	3	77
	antad Itama			3	10	0	- 1	13		10	- 1	3	
Screening - Retrieving Abandoned/Confis	l								1				1
Screening - Security Breach					1	1				2			4
2020	76	76	82	51	60	34	2	5	22	28	28	28	492
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Fly	er	1											1
Civil Rights	4	3	4	3	1	4			2	1	1	1	24
Civil Rights - Headwear	1												1
Civil Rights - National Origin		1				1							2
Civil Rights - Perceived Religion			1							1			2
Civil Rights - Racial Profiling or Discrimina	1	1	1	1		3			1		1		9
Civil Rights - Screening of Religious Cultu				1									1
Civil Rights - Sex/Gender/Gender Identity		1	1	1	1				1			1	7
Civil Rights - Sexual Orientation - Not Tra		- 1	1	'	'				1			- '	1
			- 1										
Civil Rights - Transgender Screening	1	0.4	0.5	4.0	4.0								1
Customer Service	26	24	25	10	18	9	2	3	1	3	9	6	136
Customer Service - Others	5	1	4		1								11
Customer Service - TSO	21	23	21	10	17	9	2	3	1	3	9	6	125
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest												1	1
Locks	6	2	8			1		1	1	1			20
Locks - Missing or Damaged Lock	6	2	8			1		1	1	1			20
Lost and Found	2	4	4	3	2					2	2	1	20
Lost and Found - Airport/TSA	2	4	4	3	2					2	2	1	20
Mishandling of Passenger Property	7	17	11	5	16				4	7	5	6	78
Mishandling of Passenger Property - Dam		2	1	J	1					1	1	3	9
Mishandling of Passenger Property - Dam		13	9	4	13				4	3	3	3	56
									4	3	3	3	
Mishandling of Passenger Property - Dam					1					_			1
Mishandling of Passenger Property - Disa		2	1	1	1	_				3	1		12
Patdown	2	2	1	3	2	2							12
Patdown - Flyer	2	2	1	3	1	2							11
Patdown - Flyer as Observer					1								1

egories		107	Contact Center	(ICC) Data		•						
	10-Oct 1	1-Nov 1	2-Dec 01-Jan	02-Feb	03-Mar	04-Apr (	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	6	6	4	5	8 3				2		2	36
Persons w/ Disabilities (PWD) - Autism S	pectrum			1	1							2
Persons w/ Disabilities (PWD) - Cancer (g	1			1								2
Persons w/ Disabilities (PWD) - Cognitive	1				1							2
Persons w/ Disabilities (PWD) - Diabetes		1										1
Persons w/ Disabilities (PWD) - Diapers/0	1				1							2
Persons w/ Disabilities (PWD) - General			2						1			3
Persons w/ Disabilities (PWD) - Internal M			1									1
Persons w/ Disabilities (PWD) - Medical D				1								1
Persons w/ Disabilities (PWD) - Medically		dication an	d Medical Suppli		1							1
Persons w/ Disabilities (PWD) - Metal Imp					1							3
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)		4 1				1			6
Persons w/ Disabilities (PWD) - Ostomy/0		1										1
Persons w/ Disabilities (PWD) - Respirato	,	1		1								2
Persons w/ Disabilities (PWD) - Service A		1									2	3
Persons w/ Disabilities (PWD) - Visual Im		1										1
Persons w/ Disabilities (PWD) - Wheelcha		1	1		1							5
Property - Special Handling	12	10			5 6			5	6	9		86
Property - Special Handling - Damaged Ite		1	4		2						1	10
Property - Special Handling - Damaged Ite	3		3	1				2	2		1	19
Property - Special Handling - Missing Item		6	3		1 3			1	1		1	23
Property - Special Handling - Missing Item	5	3	3	6	1 3			2	3	2	6	34
Request for Assistance				1								1
Request for Assistance - Other				1								1
Screening	11	7	12 1	10	8 9		1	9	6	2	2	77
Screening - Crew Member or Airline Empl	oyee								1			1
Screening - Inconsistency					1 1							2
Screening - Lengthy Lines	1	1		1	1							4
Screening - Procedures/Process	9	6	10	7	5 8		1	9	5	2	2	64
Screening - Retrieving Abandoned/Confis	cated Items		1									1
Screening - Security Breach	1		1	2	1							5
2021	35	16	28 2	21 2	1 24	31	53	83	71	98	72	553
Additional Information Required/Insufficient Inf	ormation			1								1
Additional Information Required/Insufficier	nt Information -	EMAIL ON	LY	1								1
Civil Rights		1	1		1 4	2	1	1	1		2	14
Civil Rights - Civil Rights Violation (TSA E	mployee)				1							1
Civil Rights - Constitutional Rights	, , ,					1						1
Civil Rights - Racial Profiling or Discrimina	ation		1		2	1	1	1	1		2	9
Civil Rights - Sex/Gender/Gender Identity		1			2							3
Customer Service	9	3	12	6	3	4	10	19	15	20	7	108
Customer Service - CSM	-		1		_				1			3
Customer Service - Others	2		1							1		4
Customer Service - TSO	7	3	10	6	3	4	10	19	14		7	101
DHS TRIP			.0			•			1			1
DHS TRIP - General									1			1
Duplicate E-mail										1		1
Duplicate E-mail - General										1		1
Expedited Passenger Screening Program			5		1 7	6	19	38	32		44	201
Expedited Passenger Screening Program	- TSA Annlicati	ion Program					1	1	02	3		11
Expedited Passenger Screening Program			5		1 7	6	18			0		190
		·k						37	32	46		
General Aviation		k	5	1	1 7		10	37	32	46		190
General Aviation - General		CK .	5	1	1 7		10	37	32	46		190
General Aviation - General		ck .	5	1	1 /		10	37	32	46		1 1
General Aviation - General Hazardous Materials Safety		SK .	5	1 1 1	1 7		10	37	32	46	1	1 1 2
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General		:K	5	1	1 7		10		32	46		1 1 2 2
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements		:K	5	1 1 1	1 /		10	1	32	46	1	1 1 2 2 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest		:K	5	1 1 1	1 7			1 1	32	46	1	1 1 2 2 1 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks		:K	5	1 1 1	1 7	1	1	1 1 1	32	46	1	1 1 2 2 1 1 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock			5	1 1 1 1		1 1		1 1 1 1			1	1 1 2 2 2 1 1 3 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found		1	5	1 1 1 1 1	1		1	1 1 1 1	2	2	1 1	1 1 2 2 2 1 1 3 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ic	1 1		1 1 1 1 1 1	1 1	1	1	1 1 1 1 1		2 2	1 1	1 1 2 2 2 1 1 3 3 8 8
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	c 11	1 1 2	1	1 1 1 1 1 1	1		1	1 1 1 1	2	2 2 2	1 1 2	1 1 2 2 2 1 1 3 3 8 8
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	11 2	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2	2	2 2	1 1 2 2 1	1 1 2 2 1 1 1 3 3 8 8 8 25
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	11 2 8	1 1 2	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1	1	1 1 1 1 1	2	2 2 2 1	2 1 1	1 1 2 2 1 1 1 3 3 8 8 8 2 5 6
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2	2 2	2 2 2 1	2 1 1	11 12 22 21 11 13 33 88 88 25 66
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2 2	2	2 2 2 1	2 1 1	1 1 2 2 2 1 1 1 3 3 3 8 8 8 8 25 6 6 16 16 3 3 5 6 6 6 7 6 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2	2 2	2 2 2 1 1	2 1 1	1 1 1 2 2 2 1 1 1 3 3 3 8 8 8 8 8 6 6 16 16 16 16 16 16 16 16 16 16 16 16
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1 1	1 1 1 1 1 1 2 2	2 2 1	2 2 2 1 1 1 2	2 1 1	1 1 1 2 2 2 1 1 1 1 3 3 8 8 8 8 8 6 6 16 16 16 16 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1	1	1 1 1 1 1 1 2 2	2 2	2 2 2 1 1 1 2	2 1 1	1 1 1 2 2 2 1 1 1 3 3 8 8 8 8 2 5 6 6 1 6 1 6 1 1 6 1 1 1 1 1 1 1 1 1 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children	11 2 8	1 1 2 1	1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1 1	1 1 1	1 1 1 1 1 1 2 2	1 1 1 1	2 2 2 1 1 2 2	2 1 1	1 1 1 2 2 2 2 1 1 1 1 3 3 3 8 8 8 8 8 8 6 1 6 1 6 1 6 1 6 1 6 1 6 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	11 2 8 1	1 1 2 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 1	1 1	1 1 1 1 1 1 2 2 2 1 1 1	2 2 2 1 1 1 1	2 2 2 1 1 2 2	2 1 1 1	11 11 22 22 11 11 33 38 88 88 25 60 166 33 55 14
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	11 2 8 1	1 1 2 1 1	1 1 1 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1 1	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1	2 2 2 1 1 2 2	2 1 1 1	11 11 12 22 11 13 33 88 88 25 66 168 33 55 11 44 77 16 66 18
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	11 2 8 1	1 1 2 1 1	1 1 1 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 1	1 1 1	1 1 1 1 1 1 1 2 2 2	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	11 11 11 11 11 11 11 11 11 11 11 11 11
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	11 2 8 1	1 1 2 1 1	1 1 1 1 2 Disability	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	2 2 2 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Children Patdown - Piyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C	11 2 8 1	1 1 2 1 1	1 1 1 2 Disability	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 1 2 2 2	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	11 11 11 11 11 11 11 11 11 11 11 11 11
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	11 2 8 1 1 1 /Developments	1 1 2 1 1 1	1 1 1 1 2 2 Disability S 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 1 2 2 2	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	2 2 2 3 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Deneral Persons w/ Disabilities (PWD) - General	11 2 8 1 1 1 // Developments/	1 1 2 1 1 1 al /Mental C	1 1 1 1 2 2 Disability S 1 ody	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	2 2 2 3 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	11 2 8 1 1 1 // Developments/	1 1 2 1 1 1 al /Mental C	1 1 1 1 2 2 Disability S 1 ody	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 1 2 2 2	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	2
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Deneral Persons w/ Disabilities (PWD) - General	11 2 8 1 1 /Developmenta Carments/Dress Devices - Attach Necessary Me	1 1 2 1 1 1 sings/Masks ned to the B	1 1 1 1 2 2 Disability S 1 ody	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	11 2 8 1 1 /Developmenta Garments/Dress Devices - Attach Necessary Mess/Amputees an	1 1 2 1 1 1 sings/Masks ned to the B	1 1 1 1 2 2 Disability S 1 ody	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	11 11 11 11 11 11 11 11 11 11 11 11 11
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically	11 2 8 1 /Developmenta Garments/Dress Devices - Attach Necessary Mess/Amputees an	1 1 2 1 1 1 sings/Masks ned to the B	1 1 1 1 2 2 Disability S 1 ody	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1	2 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi	11 2 8 1 1   1   1   1   1   1   1   1   1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 2 2 Disability S 1 ody	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1 3	2 1 1 1 2 1 1 4	2 2 2 3 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Pilyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	11 2 8 1 1   1   1   1   1   1   1   1   1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 2 Disability	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1 1 3	1 1 1 2 1 1 4	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	11 2 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 2 2 Disability S 1 1 Ody d Medical Supplie	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2 2 1 1 1	1 1 1	1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1 3 1	1 1 1 2 1 1 4	1 1 1 2 2 2 1 1 3 3 3 8 8 8 8 2 5 5 1 1 6 6 1 6 1 9 1 9 1 1 1 1 1 2 2 2 2 2 2 2 1 1 1 1
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	11 2 8 1 1 /Developmenta Garments/Dress Devices - Attach Necessary Mes/Amputees an 1 pairment air/ Scooter/ Se	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 2 2 Disability S 1 1 Ody d Medical Supplie	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2 2 1 1 1	1 1 1	1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1 3 1	1 1 1 2 1 1 4	130 1 1 1 1 1 2 2 2 2 1 1 1 1 3 3 8 8 8 8 8 2 5 6 6 1 6 6 1 6 1 6 1 6 1 6 1 6 1 6 1 6
General Aviation - General Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mojurisdiction No Jurisdiction - No Referral No Jurisdiction - No Referral No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche	11 2 8 1 1 /Developmenta Garments/Dress Devices - Attach Necessary Mes/Amputees an 1 pairment air/ Scooter/ Se	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 2 2 Disability S 1 1 Ody d Medical Supplie	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3	1 1 1 2 2 1 1 1	1 1 1	1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	2 2 2 1 1 2 2 1 3 1	2 1 1 1 1 2 2 1 1 4	1 1 1 2 2 2 1 1 3 3 3 8 8 8 8 2 5 1 6 6 1 6 6 1 9 1 9 1 1 1 1 1 1 1 1 1 2 2 2 2 2 1 1 1 1

Categories		10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Prohibited & Permitted Items - Liquids/Ge		1 1-14UV	12-060	v i-Jaii	04-F6D	UJ-IVIAI	vApi	UJ-IVIAY	oo-Jun	or-Jui	00-Aug	oa-aeh	TOTAL
	Prohibited & Permitted Items - Liquids/Ge		/Medically	Necessary	1							- 1		
	Prohibited & Permitted Items - Remains	i/Frescription	//weulcally	rvecessary	1			1	1					
	Prohibited & Permitted Items - Remains  Prohibited & Permitted Items - Sporting G	l anda						1	1					2
			7	4	0	0	7	0	0	0	0	1	4	1
Pro	perty - Special Handling	13	7	1	2		7	9		9	8		4	86
	Property - Special Handling - Damaged It					1			1	2	2			8
	Property - Special Handling - Damaged Ite		2		1	4	2	1	2	1		1		19
	Property - Special Handling - Missing Iten		2			1	3	8		5	5		3	39
	Property - Special Handling - Missing Iten	5	3	1	1	2	2		2	1	1		1	20
Scre	eening	1	2	4	4	4	4	4	12	5	9	6	4	59
	Screening - Inconsistency					2			1	1				4
	Screening - Lengthy Lines		1	1		1			1			2		6
	Screening - Procedures/Process	1	1	2	4	1	4	4	10	4	9	4	4	48
	Screening - Retrieving Abandoned/Confis	cated Items		1										1
2022		93	136	131	104	98								562
Add	ditional Information Required/Insufficient In	formation			1									1
	Additional Information Required/Insufficient		n - EMAIL (	ONLY	1									1
Airli					1									1
	Airline - Policy/Regulations/Service				1									1
Civi	il Rights	1	2	4		2								9
OIVI	Civil Rights - Perceived Religion	1												1
	Civil Rights - Race	'				1								1
	•	l otion	0	0		I								4
	Civil Rights - Racial Profiling or Discrimina		2 ander	2		4								
	Civil Rights - Sex/Gender/Gender Identity	- NOL Fransg	ender	2		1								3
Clai					1									1
	Claims - Status				1									1
Cus	stomer Service	15	17	19	11	6								68
	Customer Service - Others			1										1
	Customer Service - TSO	15	17	18	11	6								67
Exp	edited Passenger Screening Program	61	91	90	71	73								386
	<b>Expedited Passenger Screening Program</b>	1												1
	<b>Expedited Passenger Screening Program</b>	1												1
	<b>Expedited Passenger Screening Program</b>	3	8	5	2	3								21
	Expedited Passenger Screening Program	56	83	85	68	70								362
	Expedited Passenger Screening Program				1									1
Loc				1		1								2
200	Locks - Missing or Damaged Lock			1		1								2
Loc	t and Found			1		1								2
	Lost and Found - Airport/TSA			1		1								2
	handling of Passenger Property	1	2	1		1								5
			2	1		ı								
	Mishandling of Passenger Property - Dam			- 1										3
	Mishandling of Passenger Property - Dam		_	01 1										1
	Mishandling of Passenger Property - Disa	irrayed Items		or Checke		1								1
	Jurisdiction		1		1	1								3
	No Jurisdiction - No Referral				1									1
	No Jurisdiction - Refer to CBP					1								1
	No Jurisdiction - Refer to Other		1											1
Noti	ice of Violation/Civil Penalties				1									1
	Notice of Violation/Civil Penalties - Gener	al			1									1
Pate	down	1	1			1								3
	Patdown - Flyer	1	1			1								3
Per	sons w/ Disabilities (PWD)	2	6	1	5	4								18
	Persons w/ Disabilities (PWD) - Cognitive				1									2
	Persons w/ Disabilities (PWD) - Diabetes		1		'	2								3
	Persons w/ Disabilities (PWD) - Hearing I		- 1		1									1
	Persons w/ Disabilities (PWD) - Internal N		3											3
	Persons w/ Disabilities (PWD) - Internal N			and Madi-	1	1								3
	. , ,			and Medic	1									
	Persons w/ Disabilities (PWD) - Metal Imp		1											2
	Persons w/ Disabilities (PWD) - Mobility [		1	1										2
	Persons w/ Disabilities (PWD) - Prosthesi				1									1
	Persons w/ Disabilities (PWD) - Wheelcha		Segway		1	1								2
Prol	hibited & Permitted Items	2		1										3
	Prohibited & Permitted Items - Food/Beve	1												1
	Prohibited & Permitted Items - General			1										1
	Prohibited & Permitted Items - Knives/Too	1												1
Pro	perty - Special Handling	3	4	4	3	5								19
	Property - Special Handling - Damaged Ite	1	2	1	2	1								7
	Property - Special Handling - Damaged Ite		1			1								2
	Property - Special Handling - Missing Iten		1	1	1									7
	Property - Special Handling - Missing Item			2		1								3
Sor	eening	7	12	9		3								40
SUIT		1	12	9	9	3								40
	Screening - Classified Materials			4	- a	4								
	Screening - Inconsistency	1	4	1	1	1								8
	Screening - International Screening		1											1
	Screening - Lengthy Lines	1	1	2		2								7
	Screening - Procedures/Process	4	6	6	6									22
	Screening - Traveling with Cash				1									1

			Contact Cent										
gories	10-Oct 11-	-Nov 12	-Dec 01-Ja	an 02-	Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
В	12	24	21	23	25	13	10	11	6	17	12	11	185
2019				3	5	6	5	6	3	6	5	6	45
Civil Rights				1			1			1	2	2	7
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimina	ition			1			1				1	1	4
Civil Rights - Sex/Gender/Gender Identity-		er										1	1
Customer Service					2		1		1	3	2		9
Customer Service - TSO					2		1		1	3			9
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found								1				2	3
Lost and Found - Airport/TSA								1				2	3
Mishandling of Passenger Property				1	2		1	1		1			6
Mishandling of Passenger Property - Dam	agod/Missing Ita	me Chock	rod Par	1	2		1	- 1		1			5
				1			1						
Mishandling of Passenger Property - Disar	rayed itemsCa	irry-on or C	лескеа					1					1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)								3				1	4
Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/Mental Di	sability					1					1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Service A	nimals											1	1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trau	ma)						1					1
Property - Special Handling				1		2		1			1	1	6
Property - Special Handling - Damaged Ite	ms - Checked			1									1
Property - Special Handling - Missing Item								1			1		2
Property - Special Handling - Missing Item						2		'				1	3
Screening	o · Oneckeu					3	2		2				7
ŭ .						3							
Screening - Inconsistency							1						1
Screening - Procedures/Process	noted Items					3	1		1				5
Screening - Retrieving Abandoned/Confisc					_	-			1				1
2020	2	7	9	4	5	4				2		1	35
Customer Service	1	2	4	2						1		1	11
Customer Service - TSO	1	2	4	2						1		1	11
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1	2						1			4
Mishandling of Passenger Property - Dam	aged/Missing Ite	msC	1	2						1			4
Patdown		3				1							4
Patdown - Flyer		3				1							4
Persons w/ Disabilities (PWD)	1	1	2		1	1							6
Persons w/ Disabilities (PWD) - Autism Sp	ectrum		1										1
Persons w/ Disabilities (PWD) - Hearing Ir	npairment	1	1										2
Persons w/ Disabilities (PWD) - Ostomy/C					1								1
Persons w/ Disabilities (PWD) - Prosthesis		Casts			•	1							1
Persons w/ Disabilities (PWD) - Service A		Odolo				•							1
The state of the s		1	1		2	1					1		6
Property - Special Handling  Property - Special Handling - Damaged Ite	me - Checked				1	- 1					1		2
			1		ı								
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		1	'		1	1							3
1 1 1	s - Checke	- 1	4										
Screening			1		1	1							3
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1							
													1
		1	2		3	3	5	5	3	9		4	1 41
2021 Civil Rights		1	2		3		<b>5</b> 2	5	3	9	<b>6</b>	<b>4</b>	1 41 4
	tion	1	2		3			5	3	9			
Civil Rights	ition	1	<b>2</b>		2		2	<b>5</b>	1	9	1 1	1	4
Civil Rights - Racial Profiling or Discrimina	ition	1				3	2				1	1	4
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	ition	1	1		2	1	2	1	1	1	1	1	4 7
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail	ition	1	1		2	1	2	1	1	1	1	1	4 4 7 7 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General	ition	1	1		2	1	2 2	1 1	1	1	1 1 1	1	4 7 7 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program			1		2	1	2 2	1 1	1	1 1	1 1 1 2	1 1 3	4 7 7 1 1 17
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program		(	1		2	1	2 2	1 1	1	1	1 1 1 2	1 1 3	4 7 7 1 1 17
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- TSA PreCheck	( 1	1		2	1	2 2	1 1	1	1 1	1 1 1 2	1 1 3	4 4 7 7 1 1 17 17
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA PreCheck	(	1 1		2	1	2 2	1 1	1	1 1	1 1 1 2	1 1 3	4 4 7 7 1 1 17 17 17
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject	- TSA PreCheck	( 1	1 1		2	1	2 2	1 1	1	1 1	1 1 1 2	1 1 3	4 7 7 1 1 17 17 17 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General	- TSA PreCheck	( 1	1 1		2	1	2 2	1 1	1	1 1 7 7	1 1 1 2 2 2	1 1 3	4 4 7 7 1 1 17 17 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown	- TSA PreCheck	( 1	1 1		2	1	2 2	1 1	1	1 1	1 1 2 2 2	1 1 3	4 4 7 7 1 1 17 17 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children	- TSA PreCheck	( 1	1 1		2	1	2 2	1 1	1	1 1 7 7	1 1 2 2 2	1 1 3	4 7 7 1 1 17 17 1 1 1 1 1 2
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer	- TSA PreCheck	( 1	1 1		2 2	1	2 2	1 1	1	1 1 7 7	1 1 2 2 2	1 1 3	4 4 7 7 1 1 17 17 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children	- TSA PreCheck	( 1	1 1		2	1	2 2	1 1	1	1 1 7 7	1 1 2 2 2	1 1 3	4 7 7 1 1 17 17 1 1 1 1 1 2
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer	- TSA PreCheck aged/Missiı	( 1	1 1		2 2	1	2 2	1 1	1	1 1 7 7	1 1 2 2 2	1 1 3	4 7 7 1 17 17 1 1 1 1 2 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items	- TSA PreCheck aged/Missiı	( 1	1 1		2 2	1	2 2	1 1	1	1 1 7 7	1 1 2 2 2	1 1 3	4 4 7 7 1 17 17 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling	- TSA PreCheck aged/Missir	( 1	1 1		2 2	1 1	1 1	1 1	1	1 1 7 7	1 1 2 2 2	1 1 3	4 4 7 7 1 1 17 17 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Property - Special Handling Property - Special Handling	- TSA PreCheck aged/Missir nmunition ems - Carry-On	( 1	1 1		2 2	1 1	2 2	1 1	1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 7 7 1 1 17 17 1 1 1 1 2 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite	- TSA PreCheck aged/Missir nmunition ems - Carry-On	( 1	1 1		2 2	1 1	2 2 1	1 1	1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 7 7 1 1 17 17 1 1 1 1 2 1 1 1 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	- TSA PreCheck aged/Missir nmunition ems - Carry-On	( 1	1 1		2 2	1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 1 1 17 17 1 1 1 2 1 1 1 4 2 2 3
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Problibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process	- TSA PreCheck aged/Missii nmunition ems - Carry-On ems - Checked	1 1	1 1 1	16	2 2 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 1 17 17 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process	- TSA PreCheck aged/Missir nmunition ems - Carry-On	( 1	1 1	16	2 2 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 1 17 17 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process  2022 Civil Rights	- TSA PreCheck aged/Missin nmunition ems - Carry-On ems - Checked	1 1	1 1 1	<b>16</b>	1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 7 1 1 17 17 1 1 1 1 1 1 1 1 2 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina	- TSA PreCheck aged/Missin nmunition ems - Carry-On ems - Checked 10	1 1	1 1 1	1	2 2 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 7 7 1 1 17 17 1 1 1 1 1 1 1 1 4 2 2 3 3 64 2
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu	- TSA PreCheck aged/Missin nmunition ems - Carry-On ems - Checked 10 ation Itural Garments	1 1 1	1 1 1	1	2 2 2 1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 7 7 1 17 17 1 1 1 1 1 1 1 1 1 1 2 2 3 3 64 2 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu	- TSA PreCheck aged/Missin  nmunition ems - Carry-On ems - Checked  10  ation ltural Garments	16	1 1 1	1 1 3	1 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 1 1 17 17 1 1 1 2 1 1 1 4 2 2 3 3 64 2 1 8
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu Customer Service Customer Service - TSO	- TSA PreCheck aged/Missi  nmunition ems - Carry-On ems - Checked  10  ation Itural Garments 2 2	16 2 2	1 1 1	1 1 3 3 3	2 2 2 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 1 1 17 17 1 1 1 2 1 1 1 4 2 2 3 3 64 2 1 1 8 8
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA PreCheck aged/Missin  munition ems - Carry-On ems - Checked  10  attion ltural Garments 2 2 8	16 2 2 11	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3	1 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 7 1 1 17 17 11 1 1 1 1 1 1 2 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Duplicate E-mail Duplicate E-mail - General Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Subject No Subject - General Patdown Patdown - Children Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cu Customer Service Customer Service - TSO	- TSA PreCheck aged/Missi  nmunition ems - Carry-On ems - Checked  10  ation Itural Garments 2 2	16 2 2	1 1 1	1 1 3 3 3	2 2 2 1 1 1 1	1 1 1 1 1 1	2 2 1	1 1	1 1	1 1 7 7	1 1 2 2 1 1 1 1	1 1 3	4 4 7 7 1 1 17 17 1 1 1 2 1 1 1 4 2 2 3 3 64 2 1 1 8 8

			ISA Conta	ct Center (	ICC) Data	1001 - FUI <i>F</i>	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dama	ged/Missi	ng ItemsC	arry-on Lug	ggage	1								1
Patdown				1									1
Patdown - Flyer				1									1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Am	munition	1											1
Property - Special Handling		1			1								2
Property - Special Handling - Damaged Iter	ms - Carry	1											1
Property - Special Handling - Missing Items	s - Carry-O	n			1								1
Screening			2	2	1								5
Screening - Crew Member or Airline Emplo	yee			1									1
Screening - Inconsistency				1									1
Screening - Procedures/Process			2		1								3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIH	26	31				21	14	18	20	33	18	22	301
2019				7	10	11	10	12	9	17	6	10	92
Civil Rights				1	1			1		1		1	5
Civil Rights - Constitutional Rights								1		1			2
Civil Rights - Racial Profiling or Discrimin	ation I			1								1	3
Customer Service - Others					3 1	4 1	1		3	2	2	3	18
Customer Service - Others  Customer Service - TSO					2	3	1		3	2	2	2	15
Locks				1			1	4		1	1		8
Locks - Missing or Damaged Lock				1			1	4		1	1		8
Mishandling of Passenger Property				4	3	3	2	4	2	4		3	25
Mishandling of Passenger Property - Dam							1					1	2
Mishandling of Passenger Property - Dam				•		2		2	2	4		2	18
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Checke	ed	1	1	1	2					5
Patdown Elver						1	1 1	1 1		1			4
Patdown - Flyer Patdown - Flyer as Observer						1	- 1	1		1			2 2
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Cancer (	ı general) Not E	Breast Ca	ıncer							1			1
Persons w/ Disabilities (PWD) - Medically				cal Supplies						1			1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway							1				1
Property - Special Handling					2	1	3	1	1	3	3		14
Property - Special Handling - Damaged It						1	1			1	1		4
Property - Special Handling - Missing Iten					2			1	1		1		5
Property - Special Handling - Missing Iten	ns - Checked			1	1	2	2	1	2	3	1	3	5 15
Screening Screening - Procedures/Process				1	1	2	2	1 1	2	3		3	15
2020	13	9		6 13	19	7	1	· · ·	2	5		1	76
Civil Rights	13	•		1	13	1				1			3
Civil Rights - Racial Profiling or Discrimin	l ation					1				1			2
Civil Rights - Sex/Gender/Gender Identity		ender		1		- '				- '			1
Customer Service	4	4		1 4	2	1							16
Customer Service - TSO	4	4		1 4		1							16
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	2		1 4	3	1				2			15
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Dam		1		1 3		1				2			13
Mishandling of Passenger Property - Disa	1			e 1									1
Patdown	1	2				1						1	5
Patdown - Flyer	1	2	2			1						1	5
Persons w/ Disabilities (PWD)	2			1	1 1				1				5
Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Diabetes				1	- 1								1
Persons w/ Disabilities (PWD) - Mobility I				1					1				3
Property - Special Handling				2 2	3	1	1		'	2			11
Property - Special Handling - Damaged It	ı ems - Carrv-0	On	-		-					1			1
Property - Special Handling - Damaged It				1									1
Property - Special Handling - Missing Iten			2	2	1	1	1						5
Property - Special Handling - Missing Iten	ns - Checked			1	2					1			4
Screening	4	1	•	1 2		1			1				20
Screening - Lengthy Lines				1	7	1							9
Screening - Procedures/Process	4	1		1 1	3				1				11
2021	1	3	3 ;	3		3	3	6	9	11	12	11	62
Airline Policy/Pagulations/Sarvice										1			1
Airline - Policy/Regulations/Service Civil Rights						1	1			1	1		3
Civil Rights - Racial Profiling or Discrimin	ation					1	1				1		2
Civil Rights - Sex/Gender/Gender Identity		ender				'					1		1
Customer Service		1					1	1	3	2	1	2	11
Customer Service - TSO		1					1	1	3	2	1	2	11
Expedited Passenger Screening Program				1			1	1	3	4	3	7	20
Expedited Passenger Screening Program	- TSA PreCh	eck		1			1	1	3	4	3	7	20
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Dam				1									1
Mishandling of Passenger Property - Dam	naged/Missing I	ltems(	) '	1									1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1 1			1
Patdown Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1	1	- 1	1	1	4
Persons w/ Disabilities (PWD) - Cognitive	l :/Developme	ntal /Men	tal Disabilit	hv				'	1		'	'	1
Persons w/ Disabilities (PWD) - Diabetes		/ 1/10/1	Dicabilli	-7							1		1
Persons w/ Disabilities (PWD) - Medically		/ledicatio	n and Medi	cal Supplies				1				1	2
Prohibited & Permitted Items	,											1	1
Prohibited & Permitted Items - Sporting G	oods											1	1
Property - Special Handling		1							2	1	1		5
Property - Special Handling - Damaged It		1							1	1			3
Property - Special Handling - Damaged It		ed							1				1
Property - Special Handling - Missing Iten											1		1
Screening	1	1				2		3		1	4		12
Screening - Crew Member or Airline Emp	loyee							1					1
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines											1		1

			ISA COMICAC	ct Center (1	CC) Data	001 - FUI	4						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	1				1		2		1	2		8
2022	12	19	12	15	13								71
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Customer Service	3	2	2	1	2								10
Customer Service - TSO	3	2	2	1	2								10
Expedited Passenger Screening Program	8	11	9	12	6								46
Expedited Passenger Screening Program	- TSA Appl	1											1
Expedited Passenger Screening Program	8	10	9	12	6								45
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missir	1											1
Property - Special Handling	1		1	1									3
Property - Special Handling - Damaged It	ems - Carry	-On	1										1
Property - Special Handling - Missing Iten	1			1									2
Screening		5		1	2								8
Screening - Inconsistency		2											2
Screening - Lengthy Lines		1			1								2
Screening - Procedures/Process		2		1									3
Screening - Retrieving Abandoned/Confis	cated Items				1								1

Categories	10-Oct	11-Nov	12-Dec	act Center (1 01-Jan	02-Feb	001 - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	23	15	27		22	21	9	9	19	14	14		223
2019	23	13	21	6	3	6	3	6	6	8	5		51
Civil Rights							3		1		3	0	1
Civil Rights - Racial Profiling or Discrimina	l								1				1
Customer Service	l			1	1		1			2			5
Customer Service - TSO				1	1		1			2			5
Locks				1	- 1		- 1				1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property				2		3	1	2	2	3	- 1	5	
	l agad/Missing	Itama C	orni on Lu			3	1		2	1		5	18
Mishandling of Passenger Property - Dam							4		-				1
Mishandling of Passenger Property - Dam						3	1	2	1	1		5	15
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-on	or Checke	ea					1	1			2
Patdown								1	3	2		1	7
Patdown - Flyer								1	3	2		1	7
Persons w/ Disabilities (PWD)				2		1		1			1	1	6
Persons w/ Disabilities (PWD) - Cognitive													1
Persons w/ Disabilities (PWD) - Medical [				1									1
Persons w/ Disabilities (PWD) - Mobility [		Wheelch	air or Scoo	oter)				1					1
Persons w/ Disabilities (PWD) - Service A						1							1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	auma)									1	1	2
Property - Special Handling					2	2	1	1		1	2	1	10
Property - Special Handling - Damaged Ite	ems - Carry-C	n			1	1		1					3
Property - Special Handling - Damaged Ite	ems - Checke	d			1	1	1						3
Property - Special Handling - Missing Iten	ns - Carry-On											1	1
Property - Special Handling - Missing Iten	ns - Checked									1	2		3
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2020	7	3		5 5	5	8	1	•	1	5		3	45
Customer Service	,			2	1	2	•						5
Customer Service - Others			-		- 1								1
Customer Service - TSO				1	1	2							4
Locks				1	- 1								1
				1									
Locks - Missing or Damaged Lock	4	4				4				2	4	4	1
Mishandling of Passenger Property	1	1		1		4				3	1	1	12
Mishandling of Passenger Property - Dam		1				1							2
Mishandling of Passenger Property - Dam		_		1		2				3	1		8
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checke			1						1	2
Patdown				1		1							2
Patdown - Flyer				1		1							2
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medically				1									1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheelch	air or Scoo										1
Property - Special Handling	3	1	1	1 2	2				1	1	1	1	13
Property - Special Handling - Damaged Ite	ems - Carry-C	n			1							1	2
Property - Special Handling - Damaged Ite	1		1	1 1	1						1		5
Property - Special Handling - Missing Iten	1								1				2
Property - Special Handling - Missing Iten	1	1		1						1			4
Screening	3	1			2	1	1			1		1	10
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	1			1	1	1			1		1	8
2021	6	2		5 1	3	7	5	3	12	1	7	11	63
Airline	-											1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights						2	1				1		4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimina	I ation										1		1
Civil Rights - Sex/Gender/Gender Identity		nder				2							2
Customer Service	2			3	1	1		1	6		1	1	16
Customer Service - TSO	2			3	1	1		1	6		1		16
Expedited Passenger Screening Program				1	<u>1</u>	I	2	2	2		2		15
	- DoD			1	1						2	2	
Expedited Passenger Screening Program		ation Des	trom									2	2
Expedited Passenger Screening Program			grann					2					2
Expedited Passenger Screening Program		⇒CK		1	1		2		2		2	3	11
Mishandling of Passenger Property	2								1	1	1		5
Mishandling of Passenger Property - Dam		0		1						1	1		4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on							1				1
No Subject				1									1
No Subject - General				1									1
Patdown						1			1			1	3
						1			1			1	3
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	/Developmer			ty									
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling	·	2		ty 1		1					1	1	6
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	·					1			' '		1	1	2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling	ems - Carry	2	1			1					1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It	ems - Carry ems - Checl	2 1	1						1		1		2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ems - Carry ems - Checl ns - Carry-On	2 1	1	1					1		1		2
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ems - Carry ems - Checl ns - Carry-On	2 1	1	1	1				1				2 2 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	ems - Carry ems - Checl ns - Carry-On ns - Checked	2 1	1	1	1	1					1	1	2 2 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	ems - Carry ems - Checl ns - Carry-On ns - Checked	2 1	1	1	1	1	2				1	1	2 1 1 1 11
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines	ems - Carry ems - Checl ns - Carry-On ns - Checked 2	2 1	1	1		2	2				1	2	2 1 1 1 11 1 1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ems - Carry ems - Checl ns - Carry-On ns - Checked 2	2 1	1	1	1	1	2				1	1	2 2 1 1 11 11 1 1 8
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ems - Carry ems - Checl ns - Carry-On ns - Checked 2 2 cated Items	2 1 1	1	1	1	2	2		1		1	2	2 2 1 1 11 11 1 1 8
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2022	ems - Carry ems - Checl ns - Carry-On ns - Checked 2 2 cated Items 10	10	11	7 16	1	2	2		1		1	2	2 2 1 1 11 11 1 8 1 64
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ems - Carry ems - Checl ns - Carry-On ns - Checked 2 2 cated Items	2 1 1	17	1	1	2	2		1		1	2	2 2 1 1 11 11 1 1 8

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	- DoD				2								2
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	7	5	15	14	7								48
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ems - Checl	1											1
Screening		1		2									3
Screening - Procedures/Process		1		2									3

Catagorian	40.0-1			ct Center (				05.14-	00 1	07 1	00.4	00.0	<b>T</b> .4 ·
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
LNK	3	2	2	2 4	=		_		_	2		2	
2019				2	1	1	1	1	1		2		
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Mishandling of Passenger Property				1		1		1			1		
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ις 1		1		1			1		
Property - Special Handling					1								
Property - Special Handling - Missing Iter	ns - Checke	d			1								
Screening				1			1		1				
Screening - Procedures/Process				1			1		1				
2020		1	1		1					2			
Customer Service		1			1					2			
Customer Service - TSO		1			1					2			
Screening			1										
Screening - Procedures/Process			1										
2021							1		1			2	
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed								1	
Patdown									1				
Patdown - Flyer									1				
2022	3	1	1	2									
Customer Service	1	1											
Customer Service - TSO	1	1											
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program	- TSA PreC	heck		1									
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)	1		1										
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1										
Persons w/ Disabilities (PWD) - Prosthes													
Screening	1												
Screening - Procedures/Process	1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS	1							1	1		1		4
2019								1			1		2
Civil Rights								1					1
Civil Rights - Transgender Screening								1					1
Screening											1		1
Screening - Retrieving Abandoned/Confise	cated Items										1		1
2021	1								1				2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1

			15A Conta	ct Center (	TCC) Data	1001 - FUI <i>P</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNY	1				2	1	1		1				6
2019					1		1		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged	Items - Chec	ked			1								1
2020	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2021						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2022					1								1
Customer Service					1								1
Customer Service - TSO					1								1

			I SA CUIILA	ot Genter (	ICC) Dala	1001 - 1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	2	3	1	1				1	1	1		3	1:
2019								1	1			2	4
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property									1			2	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	ggage					1			2	
2020	2			1								1	
Mishandling of Passenger Property	2			1									
Mishandling of Passenger Property - Dam	2			1									
Property - Special Handling												1	
Property - Special Handling - Missing Item	ns - Checke	d										1	
2021										1			
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
2022		3	1										- 4
Expedited Passenger Screening Program		2	1										;
Expedited Passenger Screening Program	- TSA PreC	2	1										
Property - Special Handling		1											
Property - Special Handling - Missing Item	ns - Checke	1											

tegories	10-Oct	11-Nov	12-Dec		(TCC) Data	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SE		11-NOV			UZ-FED 2							<u> </u>	
2019	3	3		2		1		5 2		2		2	2
										1		1	
Locks					l I								
Locks - Missing or Damaged Lock													
Mishandling of Passenger Property	I /N Ai i -		haalaad D							1	1		
Mishandling of Passenger Property - Dama	aged/iviissin	g itemsC	пескеа в	aggage						1	1		
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)	:-/ O t/	0						1					
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	Segway						1					
Screening											1	1	
Screening - Procedures/Process											1	1	
2020				2						1			
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	laggage						1			
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Screening				1									
Screening - Lengthy Lines				1									
2021	1				1	1		3	1		1	1	
Civil Rights								1					
Civil Rights - Constitutional Rights								1					
Customer Service	1												
Customer Service - TSO	1												
Identification (ID) Requirements											1		
Identification (ID) Requirements - Domesti	С										1		
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked B	laggage	1								
Patdown									1				
Patdown - Flyer									1				
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - General												1	
Property - Special Handling						1							
Property - Special Handling - Damaged Ite	ms - Carry-	On				1							
Screening								2					
Screening - Procedures/Process								2					
2022	2	3			1								
Customer Service		1											
Customer Service - TSO		1											
Expedited Passenger Screening Program	2	1			1								
Expedited Passenger Screening Program	2	1			1								
Screening		1											
Screening - Procedures/Process		1											

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB				1	1			1			1		4
2019								1			1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checke	d						1					1
2021				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged It	tems - Checl	ked		1									1
2022					1								1
Screening					1								1
Screening - Procedures/Process					1								1

			TSA Contac	ct Center (	TCC) Data	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	2	1	1	2	1	1				1	1	2	1
2019				1						1		1	
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	1									
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Diabetes										1			
Screening												1	
Screening - Procedures/Process												1	
2020	2		1									1	
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimina	ation		1										
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d								1	
Patdown	1												
Patdown - Flyer as Observer	1												
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
2021		1		1		1					1		
Customer Service				1									
Customer Service - TSO				1									
Screening		1				1					1		
Screening - Procedures/Process		1				1					1		
2022					1								
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	Check			1								

ata a a via a	40.0-1				(TCC) Data			05.14	00 1	07 1.1	00.4	00.0	T - 4 - 1
ategories	10-Oct	11-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	3		2		1	1	•	3	3		_	1	2
2019							2	2		3	1		
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property							1	2			1		
Mishandling of Passenger Property - Dan											1		
Mishandling of Passenger Property - Dan	aged/Missi	ng ItemsC	checked Ba	ggage			1	2					
Property - Special Handling							1			1			
Property - Special Handling - Missing Iter	ns - Checke	d					1			1			
Screening										1			
Screening - Procedures/Process										1			
2020	2				1	1				1	1		
Customer Service	2									1			
Customer Service - Others	1												
Customer Service - TSO	1									1			
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	[	1								
Property - Special Handling						1							
Property - Special Handling - Missing Iter	ns - Checke	d				1							
Screening											1		
Screening - Procedures/Process											1		
2021							1	1	3			1	
Customer Service									2				
Customer Service - TSO									2				
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram									1	
Patdown			_					1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - General							1						
Property - Special Handling									1				
Property - Special Handling - Damaged It	ems - Checl	red							1				
2022	1		2										
Duplicate E-mail			1										
Duplicate E-mail - General			1										
Expedited Passenger Screening Program	1		1										
Expedited Passenger Screening Program	1		1										

gories	10-Oct	I1-Nov	12-Dec			-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AF	7	8			10	-reb 6	5 to 3-ivial	7 7	5	8	6	8		10141
2019	,	0		9	10	1	3	2	2	3	3			1
Customer Service							1			2	J	J		
Customer Service - TSO							1			2				
Locks							1				1			
Locks - Missing or Damaged Lock							1				1			
Mishandling of Passenger Property	1/2 4: .								2		1	2	2	
Mishandling of Passenger Property - Dam									1					
Mishandling of Passenger Property - Dam									1		1	1	1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	red								1	1	
Patdown						1	1							
Patdown - Flyer						1	1							
Persons w/ Disabilities (PWD)										1				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway								1				
Property - Special Handling		0 ,						1			1	1		
Property - Special Handling - Damaged Ite	ems - Checker	1						1			1			
Property - Special Handling - Missing Item		-										1		
	is - Checked							1						
Screening														
Screening - Procedures/Process					_			1						
2020	3	5		4	5	2	1		1	1	1	2	1	
Civil Rights		1		1	1						1			
Civil Rights - Racial Profiling or Discrimina	ation			1							1			
Civil Rights - Sex/Gender/Gender Identity		1			1									
Customer Service	,	-			1				1			1		
Customer Service - TSO					1				1			1		
	2	0		1	1	4			ı	1		1	A	
Mishandling of Passenger Property	2	2		1		1	1					1	1	
Mishandling of Passenger Property - Dam										1				
Mishandling of Passenger Property - Dam		1		1		1	1						1	
Mishandling of Passenger Property - Disa	rrayed Item	1										1		
Patdown				1										
Patdown - Non-Flyer				1										
Persons w/ Disabilities (PWD)		1			2									
Persons w/ Disabilities (PWD) - Autism S	pectrum	1												
Persons w/ Disabilities (PWD) - Service A					1									
		oumo)												
Persons w/ Disabilities (PWD) - Touch Av				4	1									
Property - Special Handling	1	1		1		1								
Property - Special Handling - Damaged Ite				1										
Property - Special Handling - Missing Item	is - Checke	1				1								
Screening					1									
Screening - Procedures/Process					1									
2021	1						1	5	2	4	2	3	5	
Customer Service	1											1	3	
Customer Service - TSO	1											1	3	
Expedited Passenger Screening Program								2		1	2			
	TCA Applied	tion Drog	rom							1			- '	
Expedited Passenger Screening Program			ram								0		4	
Expedited Passenger Screening Program	- TSA PreChe	CK						2			2	2	1	
Mishandling of Passenger Property								1	1					
Mishandling of Passenger Property - Dam									1					
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	red				1						
Patdown								1		1				
Patdown - Flyer								1						
Patdown - Flyer as Observer										1				
Screening							1	1	1	2			1	
Screening - Lengthy Lines										1				
Screening - Procedures/Process							1	1	1	1			1	
•	_	_		-	_	_	1	1	1	1			1	
2022	3	3		5	5	3								
Civil Rights						1								
Civil Rights - Hair Patdowns						1								
Customer Service				1	1	1								
Customer Service - TSO				1	1	1								
Expedited Passenger Screening Program	1	2		2	2									
Expedited Passenger Screening Program		1												
Expedited Passenger Screening Program	1	1		2	2									
Persons w/ Disabilities (PWD)	1	- 1		_	1									
. ,	-				1									
Persons w/ Disabilities (PWD) - General	1 N====== M	auto - et		11.2	4									
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and Med	IIC	1									
Property - Special Handling					1									
Property - Special Handling - Damaged Ite	ems - Checked	d			1									
Screening	1	1		2		1								
Screening - Inconsistency	1													
Screening - Inconsistency Screening - Lengthy Lines				1		1								
		1		1		- 1								
Screening - Procedures/Process														

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBL										2			2
2021										2			2
Customer Service										2			2
Customer Service - TSO										2			2

		1	TSA Contac	ct Center (	TCC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	2	1		5	2	2		2			2	5	21
2019				2	1	2		1			2	2	10
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1	1		1					4
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Baç	1	1			1					3
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d		1							1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies								1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Ite	ems - Chec	ked									1		1
Property - Special Handling - Missing Item	ns - Checke	d										1	1
Screening						1							1
Screening - Procedures/Process						1							1
2020	1	1			1								3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Dam	1	1											2
2021				1				1				3	5
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Expedited Passenger Screening Program								1				2	3
Expedited Passenger Screening Program	- TSA PreC	Check						1				2	3
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Checke	d		1									1
2022	1			2									3
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimina	1			1									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	Check		1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCE	1							2					3
2019								1					1
Customer Service								1					1
Customer Service - TSO								1					1
2021								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2022	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	49	66	61	61	52	33	20	32	42	43	49	49	557
2019				17	6	15	8	19	16	18	16	15	130
Civil Rights				2	1	1		1			1		6
Civil Rights - Racial Profiling or Discrimina	ation			1	1						1		3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder						1					1
Civil Rights - Sexual Orientation - Not Tra	nsgender			1									1
Civil Rights - Transgender Screening						1							1
Customer Service				3	1	5	1	5	3	3	5	4	30
Customer Service - Others								1			1	1	3
Customer Service - TSO				3	1	5	1	4	3	3	4	3	27
Locks						1		2		1		1	5
Locks - Missing or Damaged Lock						1		2		1		1	5
Lost and Found						1				- 1		-	1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				3	1	'		2	4		2	2	
	l and/Missing	Itama Driv	oto Coroo				3	3	4		2		18
Mishandling of Passenger Property - Dam				2			1	1	1				5
Mishandling of Passenger Property - Dam					1							1	2
Mishandling of Passenger Property - Dam							1	2	3		1	1	9
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on o	or Checked				1				1		2
Patdown				4		1			3	3	3	2	18
Patdown - Flyer				4		1	2		3	3	3	2	18
Persons w/ Disabilities (PWD)					1	1		2	1	4			9
Persons w/ Disabilities (PWD) - Cancer (g	general) Not E	Breast Can	cer			1							1
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ntal /Menta	I Disability					1					1
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	ir or Scoote	er)						2			2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)								2			2
Persons w/ Disabilities (PWD) - Wheelcha					1			1					2
Property - Special Handling		J /		1		2	2	2	3	4	2	4	21
Property - Special Handling - Damaged It	ı ems - Carrv-C	)n							1				1
Property - Special Handling - Damaged It						1			1	1	1	2	6
Property - Special Handling - Missing Iten							1	2		2		2	7
Property - Special Handling - Missing Iten				1	1	1			1	1	1		7
Screening	lis - Checked			4		3		4	2	3	3	2	22
				4	ı			4			3		
Screening - Inconsistency						1				1			2
Screening - Lengthy Lines				4	4			1	-	4			1
Screening - Procedures/Process				4	1	2		3	2	1	2	2	17
Screening - Security Breach										1	1		2
2020	16	17	16	9		11			1	5	4		98
Civil Rights		4	1	1								1	7
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimina	ation	2		1								1	4
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder	1										1
Customer Service	4	1	3	1		1			1	2	1	1	15
Customer Service - Others			1									1	2
Customer Service - TSO	4	1	2	1		1			1	2	1		13
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	3	2	5	1	2	1					1	2	17
Mishandling of Passenger Property - Dam		1	2	1		1						1	7
Mishandling of Passenger Property - Dam		•				•							1
Mishandling of Passenger Property - Dam		1	3		1						1	1	7
Mishandling of Passenger Property - Disa		- 1	J		1						1	-	2
		0		4								4	
Patdown	1	2		1								1	8
Patdown - Flyer	1	2		1	3								7
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)		2	1		1								4
Persons w/ Disabilities (PWD) - Mobility [		2			1								3
Persons w/ Disabilities (PWD) - Touch Av			1										1
Property - Special Handling	2	4	3	4	1	4				2	1	2	23
Property - Special Handling - Damaged Ite			1			1				1			4
Property - Special Handling - Missing Iten	ns - Carry-C	3	1	2	1						1		8
Property - Special Handling - Missing Iten	1	1	1	2		3				1		2	11
Screening	6	2	2	1	3	5				1	1	1	22
Screening - Crew Member or Airline Empl	loyee				1								1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	1	2	1	1	5				1	1	1	17
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis		1		- 1	1	5				- 1	- 1	1	17
	Jaieu Itellis	1			1								2
Screening - Security Breach	1	_	_	_		_		4.0					
2021	7	5	2	8		7		13	25	20	29	26	159
Civil Rights		1		1		1			1		1	2	7
Civil Rights - Age	L			1									1
Civil Rights - Racial Profiling or Discrimina						1			1		1	2	5
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											1
Customer Service				1	2	1	1	1	6	1	5	4	22
Customer Service - TSO				1		1	1	1	6	1	5	4	22
Expedited Passenger Screening Program				1		3		6	12	14	21	15	79
Expedited Passenger Screening Program	- DoD			'			1	0	12	17	۷.	10	1
Expedited Passenger Screening Program		ation Progr	am				2		3				5
Expedited Passenger Screening Program  Expedited Passenger Screening Program			чш	4		2				4.4	04	45	
	- TOA Prech	COK		1		3	4	6	9	14	21	15	73
Locks	1												
Locks - Missing or Damaged Lock	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	1	1	2				2		1			8

Catagorias	40.0-4			ct Center (				OF Mari	00 1	07 1	00 4	00 0-4	Tata'
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam		1	1	2				2					
Mishandling of Passenger Property - Disa										1			:
Patdown	1						1		1	1		1	
Patdown - Flyer	1						1		1		1		
Patdown - Flyer as Observer										1		1	
Persons w/ Disabilities (PWD)	2							2	2	1	1		
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Hearing I								1					
Persons w/ Disabilities (PWD) - Internal M										1			
Persons w/ Disabilities (PWD) - Medically		Medication	and Medic	cal Supplies				1	1				
Persons w/ Disabilities (PWD) - Mobility D											1		
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipm	ent						1				
Prohibited & Permitted Items							1					1	
Prohibited & Permitted Items - General												1	
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	narp Objec	cts				1						
Property - Special Handling	2	_		2	1	2	! 1		3	1			1
Property - Special Handling - Damaged Ite		On							1	1			
Property - Special Handling - Damaged Ite				1	1								
Property - Special Handling - Missing Item				1		1			1				
Property - Special Handling - Missing Item	ns - Checked					1			1				
Screening		3	1		2		1	2		1		3	1
Screening - Inconsistency			1				1						
Screening - Procedures/Process		3			2			2		1		3	1
2022	26	44	43	27	30								17
Customer Service		3	4	. 3									1
Customer Service - TSO		3	4	. 3									1
Expedited Passenger Screening Program	20	36	34	. 22	27								13
Expedited Passenger Screening Program	- DoD				1								
Expedited Passenger Screening Program	1	5	5	2	2								1:
Expedited Passenger Screening Program	19	30	29	20	24								12:
Expedited Passenger Screening Program	- TSA/DHS	1											
Mishandling of Passenger Property	1	1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Dam	1												
No Jurisdiction					1								
No Jurisdiction - Refer to Other					1								
Patdown	2	1	1	1									
Patdown - Flyer	2		1	1									
Patdown - General		1											
Persons w/ Disabilities (PWD)	1		1										
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)	1										
Persons w/ Disabilities (PWD) - Wheelcha													
Property - Special Handling		1	3										
Property - Special Handling - Damaged Ite	ı ems - Carrv-		1										
Property - Special Handling - Damaged Ite			1										
Property - Special Handling - Missing Item		1											
Property - Special Handling - Missing Item			1										
Screening	2	2		1	2								
Screening - Lengthy Lines	1			Į.									
Screening - Procedures/Process	1	2		1	2								
Ocicerning - i 10cedures/F10cess				- 1									

			ISA COIILA	r center (	icc, Data i	001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK	2	1	2		1		3						9
2020	2		1		1								4
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Patdown			1										1
Patdown - Flyer			1										1
2021							3						3
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Transເ	gender					1						1
Customer Service							2						2
Customer Service - TSO							2						2
2022		1	1										2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Ite	ems - Carry	1											1

					er (TCC) Data								
ategories	10-Oct	11-Nov	12-De	c 01-Ja	ın 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	2	3	1	2	1	2	1	2	1		1	2	1
2019							1	2			1		
Mishandling of Passenger Property								1			1		
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Checked E	Baggage				1					
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Chec	ked							1		
Property - Special Handling								1					
Property - Special Handling - Missing Iten	ns - Checke	d						1					
Screening							1						
Screening - Procedures/Process							1						
2020						2						2	
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property						1						1	
Mishandling of Passenger Property - Dam	naged/Missi	ng Items P	rivate Scr	eening Co	ntractor							1	
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Checked E	Baggage		1							
Patdown												1	
Patdown - Flyer												1	
2021	1	1							1				
Locks		1											
Locks - Missing or Damaged Lock		1											
Patdown									1				
Patdown - Flyer									1				
Screening	1												
Screening - Inconsistency	1												
2022	1	2	!	2	1								
Expedited Passenger Screening Program				2									
Expedited Passenger Screening Program	- TSA PreC	Check		2									
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Metal Imp	1	1											
Property - Special Handling					1								
Property - Special Handling - Missing Iten	ns - Checke	d			1								

Cotomonico	10.0		TSA Contac						•••		•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	448	474	546	622	648	382	329	353	317	331	379	305	5,134
2019				147	168	180	208	163	162	161	179	132	1,500
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				6		4	8	2	8	3	5	1	37
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin										1	1		2
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina	ation			4		3	4	2	4	2	2	1	22
Civil Rights - Screening of Religious or Cu		nto		4		3	4		1			1	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder		2			2		3		1		8
Civil Rights - Transgender Screening						1							1
Customer Service				20	29	35	37	29	23	20	18	12	223
Customer Service - Others				3	2	3	1	1	2	1			13
Customer Service - TSO				17	27	32	36	28	21	19	18	12	210
Locks				9	10	19	13	11	5	8	13	8	96
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock				9	10	17	13	11	5	7	12	7	91
Lost and Found				1	7	6	3	4	1	3	1	4	30
Lost and Found - Airport/TSA				1	7	6	3	4	1	3	1	4	30
Mishandling of Passenger Property				48	47	34	49	36	44	43	53	37	391
	ogod/Missins	Itama C	orni on Lua								5	37	
Mishandling of Passenger Property - Dam				2	4	1	3	2	2	3			25
Mishandling of Passenger Property - Dam				42	38	31	39	29	29	37	44	31	320
Mishandling of Passenger Property - Dam				1				1			1	1	4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked	3	5	2	7	4	13	3	3	2	42
Patdown				2	2	9	6	3	9	10	7	6	54
Patdown - Flyer				2	2	8	4	3	9	8	6	5	47
Patdown - Flyer as Observer						1	2			1	1	1	6
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				6	8	9	15	13	12	23	10	13	109
Persons w/ Disabilities (PWD) - Autism S	nectrum			0	1	<u> </u>	1	2	1	1	2	10	8
					- '	1	1		1	'		1	
Persons w/ Disabilities (PWD) - Breast Ca												ı	3
Persons w/ Disabilities (PWD) - Cancer (g						1	1			1			3
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability		1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabetes				1		1		2	2	5			11
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dre	ssings/Ma	asks				1					1	2
Persons w/ Disabilities (PWD) - General				1	1	2	1			2		1	8
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1	1								2
Persons w/ Disabilities (PWD) - Internal M		es					1			1			2
Persons w/ Disabilities (PWD) - Medical D			ne Body				1		1				2
Persons w/ Disabilities (PWD) - Medically				al Supplies	1	1	1	1	4	3	2	2	15
Persons w/ Disabilities (PWD) - Mobility [					1	1	1	2	1	5	1	2	14
Persons w/ Disabilities (PWD) - Ostomy/0		VVIICCIOII	all of occor.	01)	'	- '	'		'	1	'		1
		and Coata			1					'			1
Persons w/ Disabilities (PWD) - Prosthesi					- 1								
Persons w/ Disabilities (PWD) - Respirato		r Equipme	ent	1								1	2
Persons w/ Disabilities (PWD) - Service A							1						1
Persons w/ Disabilities (PWD) - Touch Av		rauma)								1			1
Persons w/ Disabilities (PWD) - Visual Im							1	1					2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		2	1	2	2	3	3	3	4	5	25
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Alcohol and	d Tobacco								1				1
Prohibited & Permitted Items - Ice/Gel Pa	cks						1						1
Property - Special Handling				35	43	43	46	41	39	34	47	34	362
Property - Special Handling - Damaged Ite	ı ems - Carry-C	)n		4	2	4	6	9	2	2	6	3	38
Property - Special Handling - Damaged Ite				9	12	9	6	10	10	6	9	7	78
Property - Special Handling - Missing Item				6	13		13	7	8	10	8	7	
Property - Special Handling - Missing Item						10							82
. , , , , , , , , , , , , , , , , , , ,	is - Checked			16	16	20	21	15	19	16	24	17	164
Request for Assistance				1		2	2	1		1	1	1	9
Request for Assistance - Other				1		2	2	1		1	1		8
Request for Assistance - Wounded Warrio	or (MSIJSOC	)										1	1
Screening				19	22	19	27	23	20	16	24	16	186
Screening - Inconsistency				1		1		1		1	1		5
Screening - Lengthy Lines				2	1	6	11	7	1	1	3	1	33
Screening - Procedures/Process				16	18	12	16	15	18	13	18	15	141
Screening - Retrieving Abandoned/Confis	cated Items				1				1	1	1		4
Screening - Security Breach					2						1		3
2020	176	158	196	194	178	118	17	28	24	45	45	49	1,228
Advanced Imaging Technology (AIT)	170	100	130	134	170	110		20	4-7	70	70	73	2
Advanced Imaging Technology (AIT) - Fly				1									1
				<u> </u>									1
Advanced Imaging Technology (AIT) - Ge		_	,	_	_	_	,			_	_	_	
Civil Rights	5	2	4	5	8	5	1	1		3		2	39
Civil Rights - Age				1							1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	2	2	3	3	5	3		1		3		2	24
Civil Rights - Sex/Gender/Gender Identity		_			2							_	4
Civil Rights - Sexual Orientation - Not Tra			1										1
Civil Rights - Transgender Screening			1			2	1				1		4
	05	00	4.5	00	00							4.4	
Customer Service	25	20	45	33	28	26	1	9	1	3	3	11	205
Customer Service - CSM								1					1
Customer Service - Others	7	4		3	3	4		4					31
Customer Service - TSO	18	16	39	30	25	22	1	4	1	3	3		173
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1

Outronida						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	19	10							2	4			76
Locks - Missing or Damaged Lock	19	10	9	9	14	5			2	4	. 2	2	76
Lost and Found	1	3	1	13	1	1							20
Lost and Found - Airport/TSA	1	3	1	13	1	1							20
Mishandling of Passenger Property	44	42	49	44	36	31	6	6	2	13	10	9	292
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Carry-on Lug	3	2	4	1			1	1	1	13
Mishandling of Passenger Property - Dam	40	39	43	32	29	23	3	6	2	8	9	6	240
Mishandling of Passenger Property - Dam		1					1						2
Mishandling of Passenger Property - Disa		2		9	5	4	1			4		2	37
Patdown	12	6											33
Patdown - Flyer	12	5											30
Patdown - Flyer as Observer	12	1		J	-	1							2
Patdown - Non-Flyer		- 1			1								1
			. 44	40							4		
Persons w/ Disabilities (PWD)	8	9				3		1		2			72
Persons w/ Disabilities (PWD) - Autism S		1		1						1		1	5
Persons w/ Disabilities (PWD) - Cancer (g		1			1								3
Persons w/ Disabilities (PWD) - Cognitive			3									1	7
Persons w/ Disabilities (PWD) - Diabetes		4	. 2	3	3								14
Persons w/ Disabilities (PWD) - Diapers/0	1												1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1	1								2
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	2	1	1	1	4	2					1	1	13
Persons w/ Disabilities (PWD) - Mobility I		ot Wheelch	1	2							2		5
Persons w/ Disabilities (PWD) - Ostomy/0											1		1
Persons w/ Disabilities (PWD) - Prosthes		1			1								2
Persons w/ Disabilities (PWD) - Respirato					2			1					3
Persons w/ Disabilities (PWD) - Service A		er Equipiti	ent	2						1		1	4
. ,		/A		2									
Persons w/ Disabilities (PWD) - Touch Av		/trauma)	2										3
Persons w/ Disabilities (PWD) - Wheelch			1										6
Property - Special Handling	46	43				24	4	4		10			313
Property - Special Handling - Damaged It	8	7							1		3		36
Property - Special Handling - Damaged It	6	6	14	10	6	7	1	1	4	4	. 4	9	72
Property - Special Handling - Missing Iter	13	8	11	5	6	5	1		2		2	1	54
Property - Special Handling - Missing Iter	19	22	22	23	23	12	2	3	7	6	7	5	151
Request for Assistance			3		1				1				5
Request for Assistance - Other			3		1				1				5
Screening	15	23				20	5	7	4	10	7	5	170
Screening - Children	15	23	17	1		20				10			
				1									1
Screening - Crew Member or Airline Emp	1							1	1		1		3
Screening - Inconsistency	1	1		1				1					6
Screening - Lengthy Lines	1	2											14
Screening - Procedures/Process	11	16	16	22	21	17	5	4	3	10	6	5	136
Screening - Retrieving Abandoned/Confis	cated Items	2			2								4
Screening - Security Breach	2	2				1		1					6
2021	58	62	49	41	65	84	104	162	131	125	155	124	1,160
Airline						1		1	1				3
Airline - Policy/Regulations/Service						1		1	1				3
Civil Rights	3	1	3	4	. 2		3		5	4	. 7	4	51
Civil Rights - Age			1			-					1		2
	[ Employee)		'						1				
Civil Rights - Civil Rights Violation (TSA E	Imployee)						1					- 1	
Civil Rights - Constitutional Rights							1	1				1	3
Civil Rights - Hair Patdowns	<u> </u>									1			1
Civil Rights - Hostile Work Environment (	ISA Employ	ree)	1										1
Civil Rights - National Origin								2	1				3
Civil Rights - Racial Profiling or Discrimin		1	1					7	3	3	4	2	30
Civil Rights - Sex/Gender/Gender Identity	1			3		2		1			1		8
Civil Rights - Transgender Screening											1	1	2
Claims			1	1				1				1	4
Claims - General			1	1				1				1	4
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	12	11	20	15	22		21	25	20	29	24	19	236
Customer Service - CSM	12		20	10	1			1				13	2
Customer Service - CSM  Customer Service - Others	1			1		1	1						4
	1					1							
Customer Service - TCC			2										2
Customer Service - TSO	11	11	18	14	21	17	20	24	20	29	24	19	228
DHS TRIP									1				1
DHS TRIP - General									1				1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			6	2	6	11	27	51	43	44	. 75	61	326
Expedited Passenger Screening Program	- DoD											2	2
Expedited Passenger Screening Program		ew Membe	er							1		1	2
Expedited Passenger Screening Program							7	4	5	5		4	26
					_	4.4							
Expedited Passenger Screening Program	- TSA PreC	песк	5			11	20	47	38	38	75	54	296
General Aviation				2									2
General Aviation - General				2									2
Hazardous Materials Safety										1		1	2
Hazardous Materials Safety - General										1		1	2
Human Capital										1			1
Human Capital - Prospective Employmen	t with TSA									1			1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domest													
incommonuon non neumienia - Doniesi	ic										4		4
		and Poord	ing Doos Is-								1		1
Identification (ID) Requirements - ID Mate		and Boardi 3			1	2		1		1			1 1 10

		TS	A Contact Cent	er (TC	CC) Data Tool - FOI	IA						
Categories	10-Oct 11	-Nov	12-Dec 01-Ja	an	02-Feb 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock		3	1			2	1		1		<u> </u>	10
	4	3	'	_	! !							
Lost and Found	1			3		2			1			11
Lost and Found - Airport/TSA	1			3		2	3	3	1	1		11
Mishandling of Passenger Property	10	16	8	4	4	8 9	Ę	5 7	2	2 7	7 2	82
Mishandling of Passenger Property - Dam		2	2	1		2 3			1			19
Mishandling of Passenger Property - Dan	7	14	5	2		3 6		3 4				52
Mishandling of Passenger Property - Disa	1		1	1		3	1	1 2		2	2	11
No Jurisdiction				1			-	1 1	1			4
No Jurisdiction - No Referral							-					
				1								2
No Jurisdiction - Refer to Other								1	1			2
No Subject				1								1
No Subject - General				1								1
		4		- 1		4 0						
Patdown	2	4				1 2						28
Patdown - Flyer	1	2				1 2	1	1 4	2	2 4	5	22
Patdown - Flyer as Observer	1	1					1	1 1				4
Patdown - Non-Flyer	· ·	1						1				2
•												
Persons w/ Disabilities (PWD)	5	2	3	3	3	2 6	13	8	3	8	7	63
Persons w/ Disabilities (PWD) - Autism S	1		1	1		1	1	1		2	2	7
Persons w/ Disabilities (PWD) - Breast C	ancer						1	1				1
		1. /5.4 4 . 1	D1 1-100									
Persons w/ Disabilities (PWD) - Cognitive		ii /ivientai						1				1
Persons w/ Disabilities (PWD) - Diabetes			2	1			2	2		2	2 1	8
Persons w/ Disabilities (PWD) - General					1	2	2	2 1		2	2 1	9
Persons w/ Disabilities (PWD) - Hearing I	mpoirmont											1
Persons w/ Disabilities (PWD) - Internal M							1				1	2
Persons w/ Disabilities (PWD) - Medical I	Devices - Attach	ed to the	Body		2		3	3			1	6
Persons w/ Disabilities (PWD) - Medically	2					1 1		3	1	1	1	10
Persons w/ Disabilities (PWD) - Mobility I		hoolobair	r or Socotor)				-				1	2
		neeichail	or Scooler)					ı			1	
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates								1			1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1				1						2
Persons w/ Disabilities (PWD) - Respirato		quinmen	t			1		1				2
		-quipinion	i.					'				
Persons w/ Disabilities (PWD) - Service A												1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1						1	1			3
Persons w/ Disabilities (PWD) - Wheelch	1			1		1	1	1		1	1	6
Persons w/ Disabilities (PWD) - Wounded								. 1				1
	I .										_	
Prohibited & Permitted Items	1			1		1 2		1	1	3	5	15
Prohibited & Permitted Items - Beauty & 0	Grooming Items										1	1
Prohibited & Permitted Items - Breast Mill	k/Baby Formula/	Breast Pi	ump						1			1
		Diodotii	шпр								4	
Prohibited & Permitted Items - Electronic											1	1
Prohibited & Permitted Items - Firearm/Ar	mmunition			1		1						2
Prohibited & Permitted Items - Food/Beve	erages							1				1
Prohibited & Permitted Items - General	1									2	)	2
Prohibited & Permitted Items - Ice/Gel Pa						1						2
Prohibited & Permitted Items - Lighters/M	atches									1		1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols					1					1	2
Prohibited & Permitted Items - Medication		adically N	lecessary Items								1	1
	I	Julically 14	recessary items									
Prohibited & Permitted Items - Remains											1	1
Property - Special Handling	17	11	3	1	6 1	7 14	29	9 26	18	12	9	163
Property - Special Handling - Damaged It	ems - Carry-On					2 1	8	3 6	6	5 4	2	29
Property - Special Handling - Damaged It		3	1			5 4		5 6				41
			1	-								
Property - Special Handling - Missing Iter	r 3	2		1		3 3	7	7 9			5 4	41
Property - Special Handling - Missing Iter	11	6	2		2	7 6	9	9 5	3	3 1		52
Request for Assistance							-	1				1
Request for Assistance - Wounded Warri	or (MSLISOC)							1				1
·												
Screening	7	14	4	2	21 1	8 18	18	3 12	17	' 11	10	152
Screening - Children		1				1	1	1	1	2	2	6
Screening - Crew Member or Airline Emp	lovee	1	1									2
	I		1		•	4 4		- 0				
Screening - Inconsistency		1			8	1 1						26
Screening - Lengthy Lines						3	3	3 1	1	2	2	10
Screening - Procedures/Process	6	11	3	2	13 1	6 13	ç	9 8	12	. 5	7	105
Screening - Retrieving Abandoned/Confis						1			1			3
		054	004	040	007							
2022	214	254	301	240	237							1,246
Additional Information Required/Insufficient In	formation			1								1
Additional Information Required/Insufficie	nt Information - F	EMAIL OI	NLY	1								1
Airline		1	1									2
Airline - Policy/Regulations/Service		1	1									2
Business, Suggestions, and Ideas					1							1
Business, Suggestions, and Ideas - Gene	ral				1							1
		_		_								
Civil Rights	2	5	7	6	2							22
Civil Rights - Age		1										1
Civil Rights - Civil Rights Violation (TSA E	mplovee)		1	1								2
Civil Rights - Constitutional Rights	1			2								2
Civil Rights - National Origin			1									1
Civil Rights - Race					1							1
Civil Rights - Racial Profiling or Discrimin	1	2	5	3								11
			J	J								
Civil Rights - Sex/Gender/Gender Identity					1							1
Civil Rights - Transgender Screening	1	2										3
Claims		1			1							2
Claims - General		1			1							2
Customer Service	46	49	34	36	33							198
Customer Service - CSM	1											1
Customer Service - Others	1			4	1							
		4.5		1	1							3
Customer Service - TSO	44	49	34	35	32							194
Expedited Passenger Screening Program	99	112	156	121	130							618
Expedited Passenger Screening Program		1		1	1							4
			4.4									
Expedited Passenger Screening Program		15	11	5	8							42
Expedited Passenger Screening Program	93	95	145	115	121							569

			TSA Conta	ct Center (1	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	2	1											
Identification (ID) Requirements	2	1	1										
Identification (ID) Requirements - Domest	2	1	1										
Intranet/Internet Inquiries					1								
Intranet/Internet Inquiries - General					1								
Locks	3	1	1	2									
Locks - Missing or Damaged Lock	3	1	1										
Lost and Found	1	3	2		3								1
Lost and Found - Airport/TSA	1	3			3								1
Mishandling of Passenger Property	4	5			4								2
Mishandling of Passenger Property - Dam	3	3											
Mishandling of Passenger Property - Dam					4								1
Mishandling of Passenger Property - Disa				1									
No Jurisdiction		1		3	2								
No Jurisdiction - Refer to CBP		1		1	1								
No Jurisdiction - Refer to Other				2	1								
Patdown	1	8	4		1								1
Patdown - Children		1	-	1									
Patdown - Flyer	1	7	3		1								1
Patdown - Flyer as Observer		'	1		'								
Persons w/ Disabilities (PWD)	11	12			9								5
Persons w/ Disabilities (PWD) - Autism S		12	10	1	J								
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment	al Disabilit		1								
Persons w/ Disabilities (PWD) - Diabetes		Cittai /iviciii	1	,	1								
Persons w/ Disabilities (PWD) - Diapers/0		ressings/M		1	'								
Persons w/ Disabilities (PWD) - General	2	1	1		3								
Persons w/ Disabilities (PWD) - Hearing I		1			1								
Persons w/ Disabilities (PWD) - Internal M		1			'								
Persons w/ Disabilities (PWD) - Medical I			1										
Persons w/ Disabilities (PWD) - Medically		6			1								1
Persons w/ Disabilities (PWD) - Metal Im		0		1	'								'
Persons w/ Disabilities (PWD) - Mobility I			3		1								
Persons w/ Disabilities (PWD) - Prosthes		and Casts			- 1								
Persons w/ Disabilities (PWD) - Touch Av		2											
Persons w/ Disabilities (PWD) - Wheelch		1		2	1								
Prohibited & Permitted Items	4	3			- '								
Prohibited & Permitted Items - Alcohol an		1											
Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Electronic		1											
Prohibited & Permitted Items - Food/Beve		1											
Prohibited & Permitted Items - Pood/Beve			1										
Prohibited & Permitted Items - Liquids/Ge	2		1										
Prohibited & Permitted Items - Marijuana	2	4											
•	200	1	0.5	10	40								
Property - Special Handling	20	12	25		16								8
Property - Special Handling - Damaged It	8	5	6		4								2
Property - Special Handling - Damaged It	4	4			4								2
Property - Special Handling - Missing Iter		2	9		6								2
Property - Special Handling - Missing Iter	1	1	5		2								1
Request for Assistance	D: 1.000	1	1		2								
Request for Assistance - Non-Persons w/	Disabilities	1			_								
Request for Assistance - Other			1		2								
Screening	21	39	51	42	32								18
Screening - Children		2											
Screening - Inconsistency	2	2			4								2
Screening - Lengthy Lines	3	11	26		14								(
Screening - Opposite Gender			1										
Screening - Procedures/Process	15	24			13								9:
Screening - Retrieving Abandoned/Confis	1		1	1	1								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCW	1			1									2
2020	1												1
Patdown	1												1
Patdown - Flyer	1												1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	heck		1									1

Categories	10-Oct	11-Nov	12-Dec	act Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	16	15			20	8	13	11	12	13	12	30	185
2019	10	.,		3	6	2	7	9	7	6	6	8	54
Civil Rights				-			-	2					2
Civil Rights - Racial Profiling or Discrimina	ation							1					1
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder						1					1
Customer Service					2	1		2	3	2	3	5	18
Customer Service - Others					1 1			1	1	0	2		3
Customer Service - TSO Locks					1	1	1	1	2	2	3 1	5	15
Locks - Missing or Damaged Lock					1		1	1			1		4
Mishandling of Passenger Property				1	'		1	'	1			1	4
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	Checked Ba	ıς 1					1			1	3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	n or Check	ed			1						1
Patdown							2				1		3
Patdown - Flyer							2				1		3
Persons w/ Disabilities (PWD)								1 1					1
Persons w/ Disabilities (PWD) - General Property - Special Handling				2	2		1	1	2	2		1	10
Property - Special Handling - Damaged Ite	l ems - Carry-O	n			1					1		'	2
Property - Special Handling - Damaged Ite							1		1	1			3
Property - Special Handling - Missing Item				2	1				1			1	5
Screening					1	1	2	3	1	2	1	1	12
Screening - Inconsistency					1								1
Screening - Procedures/Process						1	2	3	1	1	1	1	10
Screening - Retrieving Abandoned/Confis				, ,	4	•				1			1
2020 Civil Rights	7	<b>4</b>		<b>5</b>	4	3		1	1	1	4	<b>7</b>	45
Civil Rights - Perceived Religion		ı		<u>²</u> 1								ı	1
Civil Rights - Racial Profiling or Discrimina	ation	1										1	2
Civil Rights - Sex/Gender/Gender Identity-				1									1
Customer Service	1		:	2 1		1						1	6
Customer Service - TSO	1			2 1		1						1	6
Locks												1	1
Locks - Missing or Damaged Lock	4			4	4						0	1	1
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1			<u>1</u> 1	1 1						2	2	<u>7</u>
Mishandling of Passenger Property - Disa		Carry-or									1		1
Patdown	1	,		1	1				1		1		5
Patdown - Flyer	1			1	1				1		1		5
Persons w/ Disabilities (PWD)	1			1								1	3
Persons w/ Disabilities (PWD) - Medically												1	1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	1	1									
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	1			3	1						1		5
Property - Special Handling - Damaged Ite	l ems - Carry-O	n		1	ı						ı		1
Property - Special Handling - Damaged Ite											1		1
Property - Special Handling - Missing Item				2	1								3
Screening	3	3	3	1 1	1	2		1		1		1	14
Screening - Inconsistency	1				1			1					3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process 2021	2 1	3		1 1	2	3	6	1	4	6	2	1 15	10 46
Civil Rights	1	1		2 I 1		•	1	1	4			15	40
Civil Rights - National Origin				1								1	2
Civil Rights - Racial Profiling or Discrimina	ation	1					1						2
Customer Service				1	1			1	3	2		1	9
Customer Service - TSO				1	1			1	3	2		1	9
Expedited Passenger Screening Program						1	1		1			8	11
Expedited Passenger Screening Program Expedited Passenger Screening Program		tion Dro	arom									1	1
Expedited Passenger Screening Program  Expedited Passenger Screening Program			gram			1	1		1			1 6	9
Locks	- TOAT TECHE	CK					ı			1		1	
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property		2	2	1	1					1		1	6
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	C .	1	1								2
Mishandling of Passenger Property - Dam	-	1								1			2
Mishandling of Passenger Property - Disa	rrayed Item	1										1	2
Patdown										2			2
Patdown - Children										1			1
Patdown - Flyer Persons w/ Disabilities (PWD)										1	1		1
Persons w/ Disabilities (PWD) - Mobility D	   Disability (Not	Wheelch	nair or Scor	nter)							1		1
Property - Special Handling	1	************	idii oi ooo	7.01/			2				1		4
Property - Special Handling - Damaged Ite	ems - Carry-O	n					1						1
Property - Special Handling - Damaged Ite							1				1		3
Screening						2	2					3	7
Screening - Inconsistency						1	2						3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process				7 9	_	1						2	3
		_			8								40
2022	8	8											
2022 Customer Service	2	1		1	1								5
2022 Customer Service Customer Service - TSO		1 1			1 1								5
2022 Customer Service	2 2 3	1 1 5	5 ;	1 1	1								
Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 3	1 1 5	 	1 1 3 9	1 1								5 25

			on conta	01 0011101 (	i oo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Patdown		1	1										2
Patdown - Flyer			1										1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal M	∕ledical Devi	ices	1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols		1										1
Property - Special Handling	2				1								3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten	ns - Checke	d			1								1
Screening	1				1								2
Screening - Procedures/Process	1				1								2

		TSA	Contact C	Center (TCC	) Data Toc	I - FOIA							
Categories	10-Oct 1	1-Nov 1:	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	104	92	105	103	111	55	72	76	83	84	75	82	1,042
2019		<b>V</b> -		28	21	31	45	36	38	38		32	301
				20	41	31	43	30	30	30		32	
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights							3	2	2	3		1	11
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns								2					2
Civil Rights - Perceived Religion										1			1
	41												
Civil Rights - Racial Profiling or Discrimina							1		1	1			3
Civil Rights - Sex/Gender/Gender Identity-	<ul> <li>Not Transgen</li> </ul>	der					2		1			1	4
Customer Service				2	5	11	9	7	6	2	7	6	55
Customer Service - Others							3						3
Customer Service - TSO				2	5	11	6	7	6	2	7	6	52
							0						
Locks					1	1			2	2		1	7
Locks - Missing or Damaged Lock					1	1			2	2		1	7
Lost and Found				3	1			1	2	1	1		9
Lost and Found - Airport/TSA				3	1			1	2	1			9
•						4	10					_	
Mishandling of Passenger Property				7	4	4	10	6	5	6		5	54
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry	/-on Lug	3		1	1			2	2		9
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bag	4	4	2	7	6	5	4	5	5	42
Mishandling of Passenger Property - Disa						1	2						3
Patdown		ourry or or	011001104	1	2	2	1	1	2	1	2	2	14
Patdown - Flyer				1	2	2	1	1	2	1		2	14
Persons w/ Disabilities (PWD)				3	2	1	2	1	4	3	4	3	23
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1					1	2
Persons w/ Disabilities (PWD) - Cancer (c		east Cancer	r								2		2
Persons w/ Disabilities (PWD) - Diabetes	. ,	Out 1001									1		1
` '		alla a 41 -	al Marie III in the	Normal Pro-							1		
Persons w/ Disabilities (PWD) - Medically								1		1			2
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelchair o	or Scooter)				1		2	1		1	5
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipment							1				1
Persons w/ Disabilities (PWD) - Service A				1								1	2
												- '	
Persons w/ Disabilities (PWD) - Touch Av		iuma)		1									1
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway		1	2	1			1		1		6
Property - Special Handling				10	4	6	16	15	10	17	8	9	95
Property - Special Handling - Damaged Ite	I ame - Carry-Or	,		1	1		2	2	1			1	8
					1								
Property - Special Handling - Damaged Ite				2		1	2	4	3	5			18
Property - Special Handling - Missing Item	ns - Carry-On			3	3	3	4	6	2	4	3	4	32
Property - Special Handling - Missing Item	ns - Checked			4		2	8	3	4	8	4	4	37
Request for Assistance												1	1
Request for Assistance - Other												1	1
										_			
Screening				2	2	6	4	3	5	3	2	4	31
Screening - Lengthy Lines							1						1
										_			
Screening - Procedures/Process				1	1	6	3	3	5	2	2	4	27
Screening - Procedures/Process	cated Items			1	1	6	3	3	5	2	2	4	27
Screening - Retrieving Abandoned/Confis	cated Items				1	6	3	3	5			4	1
Screening - Retrieving Abandoned/Confise Screening - Security Breach				1	1					1			1 2
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020	42	47	52	1 <b>24</b>		11	<b>4</b>	8	13		13	15	1 2 282
Screening - Retrieving Abandoned/Confise Screening - Security Breach		47	<b>52</b>	1	1					1			1 2
Screening - Retrieving Abandoned/Confise Screening - Security Breach 2020	42	47		1 <b>24</b>	1					1	13	15	1 2 282
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights  Civil Rights - Hair Patdowns	<b>42</b>	47	1	1 <b>24</b> 1	1					1	<b>13</b>	<b>15</b>	1 2 <b>282</b> 5 2
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	<b>42</b> 1		1	1 24 1	38	11		8	13	1 <b>1</b> 5	<b>13</b> 1 1	<b>15</b> 1	1 2 282 5 2 3
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service	<b>42</b> 1 1 9	8	1	1 <b>24</b> 1	1 38			8	<b>13</b>	1	<b>13</b> 1 1	<b>15</b> 1	1 2 282 5 2 3 60
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	<b>42</b> 1	8	1	1 24 1 1 3	1 38 12 1	11		<b>8</b> 4 1	13 2 1	1 <b>15</b>	13 1 1	15 1 1 2	1 2 282 5 2 3 60 6
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service	<b>42</b> 1 1 9	8	1	1 24 1	1 38	11		8	<b>13</b>	1 <b>1</b> 5	13 1 1	<b>15</b> 1	1 2 282 5 2 3 60
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	42 1 1 1 9 2	8 1 7	1 1 12	1 24 1 1 3	1 38 12 1 11	<b>11</b>		<b>8</b> 4 1	13 2 1	1 <b>15</b>	13 1 1 2	15 1 1 2	1 2 282 5 2 3 60 6 54
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks	42 1 1 1 9 2	8 1 7 2	1 1 12 12 1	1 24 1 1 3 3 3 1	1 38 12 1 11 2	4 4 1		<b>8</b> 4 1	13 2 1	1 15 2 2 2	13 1 1 2 2	15 1 1 2	1 2 282 5 2 3 60 6 54 9
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	42 1 1 9 2 7	8 1 7 2 2	1 1 12 12 1 1	1 24 1 1 3 3 3 1 1 1	1 38 12 1 1 11 2	<b>11</b> 4	4	<b>8</b> 4 1	13 2 1	1 15 2 2 2 1	13 1 1 2 2 2 1	15 1 1 2	1 2 282 5 2 3 60 6 54 9
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	42 1 1 9 2 7	8 1 7 2 2 3	1 1 12 12 1 1 1	1 24 1 1 3 3 3 1 1 1 2	1 38 12 1 1 11 2 2	4 4 1	4	<b>8</b> 4 1	13 2 1	1 15 2 2 1 1	13 1 1 2 2 2 1 1	15 1 1 2	1 2 282 5 2 3 60 6 54 9
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	42 1 1 9 2 7	8 1 7 2 2 3 3	1 1 12 12 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 2	1 38 12 1 11 2 2 1	4 4 1 1	1 1	4 1 3	2 1 1	2 2 1 1 1	13 1 1 2 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	42 1 1 9 2 7	8 1 7 2 2 3	1 1 12 12 1 1 1	1 24 1 1 3 3 3 1 1 1 2	1 38 12 1 1 11 2 2	4 4 1	4	<b>8</b> 4 1	13 2 1	1 15 2 2 1 1	13 1 1 2 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	42 1 1 9 2 7	8 1 7 2 2 3 3	1 1 12 12 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 2	1 38 12 1 11 2 2 1	4 4 1 1	1 1	4 1 3	2 1 1	2 2 1 1 1	13 1 1 2 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 12 61
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	42 1 1 9 2 7	8 1 7 2 2 3 3 10	1 1 12 12 1 1 1 1 1 1 10 2	1 24 1 1 3 3 3 1 1 1 2 2 2 5 5	1 38 12 1 11 2 2 1 1 1 8	4 4 1 1 2	1 1 1	4 1 3	2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	42 1 1 9 2 7	8 1 7 2 2 3 3 3 10 1	1 1 12 12 1 1 1 1 1 10 2 8	1 24 1 1 3 3 3 1 1 1 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1	4 1 3	2 1 1 1	2 2 1 1 1	13 1 1 2 2 1 1	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	42 1 1 9 2 7 7 3 3 9 1 8 8	8 1 7 2 2 3 3 10 1 9 Carry-on or	1 1 12 12 1 1 1 1 1 1 10 2 8 Checked	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5	1 38 12 1 11 2 2 1 1 1 8	4 4 1 1 2	1 1 1	4 1 3	2 1 1 1	2 2 2 1 1 1 1 1	13 1 1 1 2 2 2 1 1 1 5 5 5	15 1 1 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 5
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	42 1 1 9 2 7 7 3 3 3 9 1 8 rrayed Items(	8 1 7 2 2 2 3 3 10 1 9 Carry-on or (2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 8 Checked 2	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 5 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 1 2 2 2 1 1 1 5 5 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	42 1 1 9 2 7 7 3 3 9 1 8 8	8 1 7 2 2 3 3 10 1 9 Carry-on or	1 1 12 12 1 1 1 1 1 1 10 2 8 Checked	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 1	2 2 2 1 1 1 1 1	13 1 1 1 2 2 2 1 1 1 5 5 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 5
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	42 1 1 9 2 7 7 3 3 3 9 1 8 rrayed Items(	8 1 7 2 2 2 3 3 10 1 9 Carry-on or (2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 8 Checked 2	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 5 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 1	2 2 2 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 5 10 9
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items(	8 1 7 2 2 2 3 3 10 1 1 9 Carry-on or (2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 8 8 Checked 2 2	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	2 1 1 1	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 12 12 61 8 48 5 10 9 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	42 1 1 9 2 7 7 3 3 9 1 8 8 rrayed Items—0	8 1 7 2 2 2 3 3 10 1 9 Carry-on or (2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 5 2	1 38 12 1 11 2 2 1 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-0 3 3 general) Not Bri	8 1 7 2 2 3 3 10 1 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-0 3 3 general) Not Bri	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15
Screening - Retrieving Abandoned/Confise Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-0 3 3 general) Not Bri	8 1 7 2 2 3 3 10 1 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General	42 1 1 9 2 7  3 3 9 1 8 rrayed Items( 3 3 9 1 Not Bra //Developm	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5	15 1 1 2 2 2	1 2 282 5 2 3 600 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-( 3 3 9 1 7 Developm 2	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 2 2 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 4
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	42 1 1 9 2 7 3 3 9 1 8 rrayed Items( 3 3 9 1 8 rrayed Items( 1 7 Developm	8 1 7 2 2 3 3 3 10 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 4 4 4
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Respirato	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items( 3 3 3 general) Not Bra //Developm 2 1 bry and Inhaler	8 1 7 2 2 3 3 3 10 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 2 2 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1 1 4 4 4 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items( 3 3 3 general) Not Bra //Developm 2 1 bry and Inhaler	8 1 7 2 2 3 3 3 10 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 4 4 4
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Respirato	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-0 3 3 general) Not Bra //Developm  2 1 bry and Inhaler	8 1 7 2 2 3 3 3 10 1 9 Carry-on or (2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1 1 4 4 4 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	42 1 1 9 2 7 3 3 9 1 8 rrayed Items-0 3 3 general) Not Bri //Developm  2 1 ory and Inhaler varimals version (pair	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 11 2 2 1 1 8 2 4 2	4 4 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 15 1 1 1 1 4 4 4 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha	42 1 1 9 2 7 3 3 9 1 8 rrayed Items( 3 3 3 general) Not Bro //Developm  //Developm	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 2 5 5 5 2 2 1 1 1	1 38 12 1 1 11 2 2 1 1 8 2 4 2	11 4 4 1 1 1 2 1 1 1	1 1 1 1	4 1 3 2 2	13 2 1 1 3 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	42 1 1 9 2 7 3 3 9 1 8 srrayed Items-0 3 3 general) Not Bri //Developm 2 1 bry and Inhaler unimals ersion (pair	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 Equipment 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 5 2 2 2 1 1	1 38 12 1 1 11 2 2 1 1 8 2 4 2	11 4 4 1 1 1 2 1 1 1	1 1 1	4 1 3	13 2 1 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 1 15 1 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1
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Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-( 3 3 3 general) Not Bra //Developm  2 1 bry and Inhaler vnimals ersion (pair air/ Scooter/ 1 1 6 3 3 3	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 1 13 1 4 8 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 2 2 5 5 5 2 2 1 1 1 7 7 3 2 2 2 2 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4 2 1 1 1 1 1 1 1 1 2 1 1 2 1 1 1 2 1	11 4 4 1 1 1 1 1	1 1 1 1 1 1	4 1 3 2 2 2	13 2 1 1 1 1 1 1 1 1 1 2	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1 1	1 2 282 5 2 3 60 6 6 54 9 9 12 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	42 1 1 9 2 7 3 3 9 1 8 rrayed Items( 3 3 9 1 8 rrayed Items( 1 1 1 1 1 6 3 3 3 3 1 1 1 1 1 1 1 1 1 1	8 1 7 2 2 3 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 1 13 1 4 8 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 1 2 2 5 5 5 2 2 1 1 1 7 7 3 2 2 2 2 2	1 38 12 1 11 2 2 1 1 8 2 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1	11 4 4 1 1 1 1 1 1	1 1 1 1 1 1 1	4 1 3 2 2 2	13 2 1 1 1 1 1 1 1 4 2 1 1 1 3 1 1	1 15 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5 5	15 1 1 2 2 2 5 1 3 1	1 2 282 5 2 3 60 6 54 9 9 12 12 12 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	42 1 1 9 2 7 3 3 9 1 8 8 rrayed Items-( 3 3 3 general) Not Bra //Developm  2 1 bry and Inhaler vnimals ersion (pair air/ Scooter/ 1 1 6 3 3 3	8 1 7 2 2 3 3 10 1 9 Carry-on or 0 2 2 4 east Cancer 1 1 1 13 1 4 8 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 1 1 3 3 3 1 1 2 2 5 5 5 2 2 1 1 1 7 7 3 2 2 2 2 2 2 2	1 38 12 1 11 2 2 1 1 1 8 2 4 2 1 1 1 1 1 1 1 1 2 1 1 2 1 1 1 2 1	11 4 4 1 1 1 1 1	1 1 1 1 1 1	4 1 3 2 2 2	13 2 1 1 1 1 1 1 1 1 1 2	1 155 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 1 1 2 2 1 1 5 5 1	15 1 1 2 2 2 5 1 3 1 1	1 2 282 5 2 3 60 6 54 9 9 12 12 61 8 48 5 10 9 1 1 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

ries  Civil Rights - Hair Patdowns  Civil Rights - Racial Profiling or Discrimin					Data Tool - FC							
<u> </u>	10-Oct 11-Nov	12-D	ec 01-J	an 02	Feb 03-Ma	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina							1			1		
Oral ragino Taolai i Tolling of Dicomilling	1								1		1	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgender							2				
Civil Rights - Transgender Screening							1			2		
Claims			1				1					
Claims - General			1									
Current Topic					1							
Current Topic - Current Topic					1							
Customer Service		2	3	6	2	3	8 12	5	10	7	3	6
Customer Service - Others		_	1		_	1	1		1			
		^			0					7		
Customer Service - TSO		2	2	6	2	2	8 11	5	9	7	3	5
Duplicate E-mail								1		1		
Duplicate E-mail - General								1		1		
Expedited Passenger Screening Program					2	6	6 10	15	11	11	22	8
Expedited Passenger Screening Program -	DoD					0	0 10	10		1		
										- 1		
Expedited Passenger Screening Program -		ogram					1 4	1	2		1	
Expedited Passenger Screening Program -	<ul> <li>TSA PreCheck</li> </ul>				2	6	5 6	14	9	10	21	7
Identification (ID) Requirements											1	
Identification (ID) Requirements - Domestic	•										1	
` ' '		1					4					
Locks							1					
Locks - Missing or Damaged Lock	1	1					1					
Lost and Found	2					1			1			
Lost and Found - Airport/TSA	2					1			1			
· · · · · · · · · · · · · · · · · · ·		4	0	0			0			4		
Mishandling of Passenger Property	5	4	2	2			2 2		1	1		
Mishandling of Passenger Property - Dama	aged/Missing Items	-Carry-on	Luggage				1					
Mishandling of Passenger Property - Dam	5	4	2	2			1 2		1	1		1
No Jurisdiction			1									
No Jurisdiction - Refer to Other			1									
Patdown					1		1 2	1				
Patdown - Flyer					1		1 2	1				
Persons w/ Disabilities (PWD)	2								1			
, ,												
Persons w/ Disabilities (PWD) - General	1											
Persons w/ Disabilities (PWD) - Hearing I	1											
Persons w/ Disabilities (PWD) - Metal Impl	lants (joint)								1			
Prohibited & Permitted Items	· ,				1			1	1	2	1	
	T-6				'			1				
Prohibited & Permitted Items - Alcohol and								1				
Prohibited & Permitted Items - Electronic D	Devices								1			
Prohibited & Permitted Items - Food/Bever	ages				1					1	1	
Prohibited & Permitted Items - Medication/	•	IIv Neces	eary Items							1		
			isary items		4	0	4 0	_	4		4	
Property - Special Handling	5	2		1	4		1 3	5	4	3		3
Property - Special Handling - Damaged Ite	ms - Carry	1				1		3	1	1	2	
Property - Special Handling - Damaged Ite	1				3	1	1	2	2	2	1	1
Property - Special Handling - Missing Item	1						1					
		4		4	4				4		4	
Property - Special Handling - Missing Iten	3	1		1	1		2		1		1	1
Screening	2	1		1		1	4 1	2	1	2	3	1
Screening - Inconsistency				1			1		1		3	
Screening - Procedures/Process	2	1				1	4	2		1		1
	_											
										1		
Screening - Shoe Screening		_	10	4.4	44					1		
Screening - Shoe Screening	44 3	5	46	41	41					1		20
Screening - Shoe Screening	44 3	5	<b>46</b>	41	41					1		20
Screening - Shoe Screening 2022 Airline	44 3	5		41	41					1		20
Screening - Shoe Screening  2022  Airline  Airline - Policy/Regulations/Service		5	1 1		41					1		20
Screening - Shoe Screening  2022  Airline  Airline - Policy/Regulations/Service  Civil Rights	<b>44</b> 3	5	1	2	41					1		20
Screening - Shoe Screening 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion	1	5	1 1 1	2	41					1		20
Screening - Shoe Screening  2022  Airline  Airline - Policy/Regulations/Service  Civil Rights		35	1 1	2	41					1		20
Screening - Shoe Screening 2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion	1	4	1 1 1	2	<b>41</b>					1		20
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Customer Service	1 1 8	4	1 1 1 1 5	2 1 1 2	5					1		20
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	1 1 8 8	4 4	1 1 1 1 5 5	2 1 1 2 2	5 5					1		20
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 8 8 8 27 2	4 4 4 8 8	1 1 1 1 5	2 1 1 2 2 2	5 5 27					1		20 2 2 2 13
Screening - Shoe Screening  2022  Airline  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Perceived Religion  Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 1 8 8 8 27 2	4 4 4 88 3	1 1 1 1 5 5 30	2 1 1 2 2 27 3	5 5 27 1					1		20
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 8 8 8 27 2	4 4 4 8 8	1 1 1 1 5 5	2 1 1 2 2 2	5 5 27					1		20
Screening - Shoe Screening  2022  Airline  Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Perceived Religion  Civil Rights - Racial Profiling or Discrimina  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 1 8 8 8 27 2	4 4 4 88 3	1 1 1 1 5 5 30	2 1 1 2 2 27 3	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found	1 1 8 8 8 27 2	4 4 4 88 3	1 1 1 1 5 5 30	2 1 1 2 2 27 3 24 1	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found	1 1 8 8 8 27 2	4 4 4 88 3 3	1 1 1 1 5 5 30	2 1 1 2 2 27 3 24 1	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 8 8 8 27 2 1 1 26 2	4 4 4 88 3 3 25	1 1 1 1 5 5 30 30	2 1 1 2 2 27 3 24 1 1	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found	1 1 8 8 8 27 2 1 1 26 2	4 4 4 88 3 3 25	1 1 1 1 5 5 30	2 1 1 2 2 27 3 24 1	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	1 1 8 8 8 27 2 1 1 26 2 2 agged/Missing Items-	4 4 4 88 3 5 5	1 1 1 1 5 5 30 30	2 1 1 2 2 27 3 24 1 1	5 5 27 1					1		20 2 2 13
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	1 1 8 8 8 27 2 1 1 26 2 2 agged/Missing Items-	4 4 4 88 3 3 25	1 1 1 1 5 5 30 30	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		20 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	1	4 4 4 88 3 5 5	1 1 1 1 5 5 30 30	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		22 2 13 13
Screening - Shoe Screening  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	1	4 4 4 88 3 5 5	1 1 1 1 5 5 30 30	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama	1	4 4 4 88 3 5 5	1 1 1 1 5 5 30 30	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		20 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties - Genera Patdown	1	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 2 1 1	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		2 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children	1	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 30	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer	1	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 2 1 1	2 1 1 2 2 27 3 24 1 1 1 1	5 5 27 1 26					1		20 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children	1	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 2 1 1	2 1 1 2 2 27 3 24 1 1 1	5 5 27 1					1		20 2 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer	1	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 2 1 1	2 1 1 2 2 27 3 24 1 1 1 1	5 5 27 1 26					1		20 2 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 2 1 1	2 1 1 2 2 27 3 24 1 1 1 1	5 5 27 1 26					1		20 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical I	1 1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missi	4 4 4 88 3 5 5	1 1 1 1 5 5 5 30 30 30 2 1 1	2 1 1 2 2 27 3 24 1 1 1 1	5 5 27 1 26					1		2 2 2 2 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missil 1 1 1 2 1 1 Necessary Medicati	4 4 4 88 3 3 25 1 -C 1 1	1 1 1 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1	5 5 27 1 26					1		20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical I	1 1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missil 1 1 1 2 1 1 Necessary Medicati	4 4 4 88 3 3 25 1 -C 1 1	1 1 1 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1	5 5 27 1 26					1		20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1  1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missil 1 1 1 2 1 1 Necessary Medicationsisibility (Not Wheeld	4 4 4 88 3 3 25 1 -C 1 1	1 1 1 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1	5 5 27 1 26					1		20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Visual Imp	1 1 8 8 8 27 2 1 26 2  aged/Missing Items-aged/Missi	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 3	5 5 27 1 26					1		20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Visual Imp	1 1 8 8 8 27 2 1 26 2  aged/Missing Items-aged/Missi	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 1	5 5 27 1 26					1		22 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Visual Imp	1 1 8 8 8 27 2 1 26 2  aged/Missing Items-aged/Missi	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 3	5 5 27 1 26					1		22 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Visual Imp	1  1 8 8 8 27 2 1 26 2  1 26 2  aged/Missing Items-aged/Missin  1 1 2 1 1 Necessary Medication is ability (Not Wheeld pairment in / Scooter/ Segway 1	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 1	5 5 27 1 26							20 2 2 13 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling Property - Special Handling	1  1 8 8 8 27 2 1 26 2  aged/Missing Items-aged/Missin I 1 1 2 1 1 Necessary Medication is ability (Not Wheeld sairment ir/ Scooter/ Segway 1 ms - Carry-On	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 1 3	5 5 27 1 26					1		20 2 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged Ite	1  1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missin  1 1 2 1 1 Necessary Medication is ability (Not Wheeld caliment in Scooter/ Segway 1 ms - Carry-On ms - Checked	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 30 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 1 3	5 5 27 1 26							20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1  1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missin  1 1 2 1 1 Necessary Medication is ability (Not Wheeld caliment in Scooter/ Segway 1 ms - Carry-On ms - Checked	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 30 2 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 1 3	5 5 27 1 26 2 1 1							20 2 2 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged Ite	1  1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missin  1 1 2 1 1 Necessary Medication is ability (Not Wheeld caliment in Scooter/ Segway 1 ms - Carry-On ms - Checked	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 30 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 27 3 24 1 1 1 1 1 1 1 3	5 5 27 1 26							20
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Filyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1  1 8 8 8 27 2 1 26 2  aged/Missing Items-aged/Missil  1  1  1  2 1 1 Necessary Medicatiisability (Not Wheeld bairment iir/ Scooter/ Segway 1 ms - Carry-On ms - Checked s - Carry-On 1	4 4 4 88 3 3 5 5 1 -C 1	1 1 1 1 5 5 5 30 30 30 30 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 27 3 24 1 1 1 1 1 1 3	5 5 27 1 26							20
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimins Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Notice of Violation/Civil Penalties - Genera Patdown Patdown - Children Patdown - Filyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical IJ Persons w/ Disabilities (PWD) - Medical IJ Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchai Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1  1 8 8 8 27 2 1 26 2 aged/Missing Items-aged/Missin  1 1 2 1 1 Necessary Medication is ability (Not Wheeld sairment ir/ Scooter/ Segway 1 ms - Carry-On ms - Checked s - Carry-On	4 4 88 3 5 5 1 CC 1	1 1 1 5 5 5 30 30 30 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 27 3 24 1 1 1 1 1 1 1 3	5 5 27 1 26 2 1 1							20 2 2 2 13 13 13
Screening - Shoe Screening  1022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Motice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Filyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Mobility Di Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelchal Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1  1 8 8 8 27 2 1 26 2  aged/Missing Items-aged/Missil  1  1  1  2 1 1 Necessary Medicatiisability (Not Wheeld bairment iir/ Scooter/ Segway 1 ms - Carry-On ms - Checked s - Carry-On 1	4 4 4 88 3 3 5 5 1 -C 1	1 1 1 1 5 5 5 30 30 30 30 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 2 2 2 27 3 24 1 1 1 1 1 1 3	5 5 27 1 26							20 2.2 2.3 133 13 13

							ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jar	1 O	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI		2		l	2	2	1			2	2	2	1	1
2019										2	1	1	1	
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimina	ation												1	
Customer Service												1		
Customer Service - TSO												1		
Property - Special Handling										2	1			
Property - Special Handling - Damaged Ite	· ems - Carry-	On								1				
Property - Special Handling - Damaged Ite	ems - Check	ced									1			
Property - Special Handling - Missing Iten	ns - Checke	d								1				
2020		2		I	1						1	1		
Civil Rights					1									
Civil Rights - Racial Profiling or Discrimina	ation				1									
Mishandling of Passenger Property		1												
Mishandling of Passenger Property - Dam	naged/Missir	1												
Patdown				1										
Patdown - Flyer				1										
Property - Special Handling											1			
Property - Special Handling - Missing Iten	ns - Checke	d									1			
Screening		1										1		
Screening - Inconsistency												1		
Screening - Procedures/Process		1												
2021						1	1							
Patdown						1								
Patdown - Flyer						1								
Persons w/ Disabilities (PWD)							1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway					1							
2022					1	1								
Property - Special Handling						1								
Property - Special Handling - Missing Iten	ns - Checke	d				1								
Screening					1									
Screening - Procedures/Process					1									

Outros				act Center (1									
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	43	30	) 5		37		27	23	30	49	38	47	449
2019				5	10	16	14	8	12	16	11	17	109
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Fly	er				1								1
Civil Rights					1	1	1			1		1	5
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimina	ation				1	1	1					1	4
Customer Service				1	4	7	4	1	3	6	4	3	33
Customer Service - Others						1	-	1		1	-		3
Customer Service - TSO				1	4		4		3	5	4	2	
					4				3	5	4		30
Locks						1	1					2	4
Locks - Missing or Damaged Lock						1	1					2	4
Mishandling of Passenger Property				2	2	1	4	4	2	4		4	23
Mishandling of Passenger Property - Dam	aged/Missing	Items(	Carry-on Lu	ıggage						1			1
Mishandling of Passenger Property - Dam	aged/Missing	Items0	Checked B	aç 2	1		4	4	1	3		4	19
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Check	ed	1	1			1				3
Patdown	ĺ					1		1	1		2	1	6
Patdown - Flyer						1		1	1		2		5
Patdown - Flyer as Observer												1	1
							2	4		1	2		6
Persons w/ Disabilities (PWD)	l						2	1		- 1			0
Persons w/ Disabilities (PWD) - Autism S							1						1
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Internal M	ledical Device	es					1						1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcl	nair or Sco	oter)						1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway									2		2
Property - Special Handling				1		1	1	1	3	3	2	3	15
Property - Special Handling - Damaged Ite	ı ems - Carrv-O	n		1					2	1	1		5
Property - Special Handling - Damaged Ite												1	1
		<b>u</b>					4		4	4			
Property - Special Handling - Missing Item							1		1	1		1	4
Property - Special Handling - Missing Item	ns - Checked					1		1		1	1	1	5
Screening				1	1	4	1		3	1	1	3	15
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process				1		3			3	1	1	3	12
Screening - Retrieving Abandoned/Confis	cated Items				1								1
TSA Contact Information					1								1
TSA Contact Information - General					1								1
2020	7	8	3 2	1 7	7	7	2	4	8	13	9	8	101
	,		, 4					-		13	1		
Civil Rights				1	1				1		1	1	5
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimina									1		1	1	3
Civil Rights - Screening of Religious Cultu	iral and Ceren	nonial Ite	ems	1									1
Customer Service	3	1		5 2	3	1			1	3	1	2	22
Customer Service - Others												1	1
Customer Service - TSO	3	1	I	5 2	3	1			1	3	1	1	21
Locks	_			_	1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2			0	- 1	4			2	0	1	4	24
				6 2		1			2	2		1	21
Mishandling of Passenger Property - Dam		Items(		1							1		2
Mishandling of Passenger Property - Dam				3 2		1			2	1		1	11
Mishandling of Passenger Property - Disa	1	4	ļ	2						1			8
Patdown				1		1		2			1	1	6
Patdown - Flyer				1		1		2			1	1	6
Persons w/ Disabilities (PWD)	1			1		1					1	1	5
Persons w/ Disabilities (PWD) - Cancer (c													1
Persons w/ Disabilities (PWD) - General	· '										1	1	2
Persons w/ Disabilities (PWD) - Ostomy/0	l			4							- 1	1	
				1									1
Persons w/ Disabilities (PWD) - Respirato	ory and innale					1							1
Property - Special Handling				8 1	2		2	1	4	8	3	2	36
Property - Special Handling - Damaged Ite				1		1			1				3
Property - Special Handling - Damaged Ite		d		2 1	2	1	1	1	1	1		2	12
Property - Special Handling - Missing Item	ns - Carry-C	1		1		1							3
Property - Special Handling - Missing Item	ns - Checke	1		4			1		2	7	3		18
Screening	1	1		1				1			1		5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1		1							1		4
2021	13	1		4 8	4	11	11	11	10	20	18	22	133
	13		l	+ 0	*		- 11	- ''	10			22	
Civil Rights						1				1	1		3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimina				_						1	1		2
Customer Service	4			2 4	3		3	3	3	4	2	5	33
Customer Service - TSO	4			2 4	3		3	3	3	4	2	5	33
Expedited Passenger Screening Program						2	1	3	4	9	8	11	38
Expedited Passenger Screening Program	- TSA Applica	ation Pro	aram					1		1	2	2	6
Expedited Passenger Screening Program			J			2	1	2	4	8	5		31
Expedited Plassenger Screening Program			s - Ont In								1	<u> </u>	1
	I OAIDHO E	mployee	o - Opt III				4				ı		
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Human Capital										1			1
Human Capital - Prospective Employment	t with TSA									1			1
Locks	1						1	1		1			4
Locks - General								1					1
Locks - Missing or Damaged Lock	1						1			1			3
Locks - Missing of Damaged Lock  Lost and Found	1			1			I			1			
Lost and Found - Airport/TSA	_			1									1
Mishandling of Passenger Property	3			1 1	1	2	2			1	1	1	13
Mishandling of Passenger Property - Dam	aged/Missing	Items0	0	1						1			2

Categories	10-Oct 1	I1-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam		11-1404	12-000	1			2		00-0411	07-0ui	1 1	1 1	10
Mishandling of Passenger Property - Disa		Carry-on	or Checke		'	1					'	'	10
No Jurisdiction	linayou nomo	ourry or	or oricono	u								1	1
No Jurisdiction - Refer to Other												1	1
Patdown								1		1	1		3
Patdown - Flyer								1		1	'		2
Patdown - General								'		'	1		1
Persons w/ Disabilities (PWD)	1			1		2		1			1	1	7
Persons w/ Disabilities (PWD) - Breast Ca						1							1
Persons w/ Disabilities (PWD) - Diapers/0		sings/Ma	asks								1		1
Persons w/ Disabilities (PWD) - Medical [				1									1
Persons w/ Disabilities (PWD) - Mobility [								1				1	2
Persons w/ Disabilities (PWD) - Prosthesi			u o. oooo	,									1
Persons w/ Disabilities (PWD) - Wheelcha		edway				1							1
Prohibited & Permitted Items		-g.r.a,				'					1		1
Prohibited & Permitted Items - Chemical/h	l Household Pro	ducts									1		1
Property - Special Handling	4	1	1				2	1	3	2		3	18
Property - Special Handling - Damaged It										2		0	2
Property - Special Handling - Damaged It			1					1				1	5
Property - Special Handling - Missing Iten			- '					'	1			2	3
Property - Special Handling - Missing Iten		1					2		2		1		8
Screening		- 1		1		4	1	1			2		9
Screening - Inconsistency						1	- 1	'			1		2
Screening - Procedures/Process				1		3	1	1			1		7
2022	23	21	29				- 1	'			'		106
Civil Rights	2		1										3
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	1		1										2
Claims	·			1									1
Claims - General				1									1
Customer Service	6	3	4	2	2								17
Customer Service - TSO	6	3											17
Duplicate E-mail	U		1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	13	17			9								69
Expedited Passenger Screening Program			10	1									1
Expedited Passenger Screening Program		2		3									7
Expedited Passenger Screening Program		15											59
Expedited Passenger Screening Program					0								2
Mishandling of Passenger Property	l or verior El	прюусс	1										1
Mishandling of Passenger Property - Dam	l Jaged/Missing	ItemsC											1
Patdown	1		3		3								7
Patdown - Children	'		1		1								2
Patdown - Flyer	1		2		2								5
Property - Special Handling	'	1											1
Property - Special Handling - Missing Iten	l ns - Carry-C	1											1
Screening	1 1	- 1	3		2								6
Coreering	'		3										0
Screening - Inconsistency					1								1

egories	10-Oct 11	-Nov	12-Dec 01	-Jan 0	2-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
FE	7	7	4	6	7	2			4	3		<u> </u>	
2019				1	1	1		1	3	1			
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service						1							
Customer Service - TSO						1							
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missing It	emsChe	cked Baggag	j.						1			
Patdown	agea, missing it		onea Daggag	1				1	1				
Patdown - Flyer				1				1	1				
Property - Special Handling					1								
Property - Special Handling - Damaged Ite	ems - Checked				1								
Screening	Sino Onookou				'				1				
Screening - Procedures/Process									1				
2020	2		1		1	1			1		1	3	
Customer Service	1		'			'							
Customer Service - TSO	1												
Locks	'					1							
						1							
Locks - Missing or Damaged Lock			1			Į.						2	
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam			ry-on Luggage 1	;								1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsC	1								4	1	
Patdown											1		
Patdown - Flyer											1		
Property - Special Handling					1				1			1	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item					1				1				
Screening	1												
Screening - Procedures/Process	1												
2021	1	1					2			2	1	3	
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimina	ation							1					
Expedited Passenger Screening Program	TO 4 D OI						1			2			
Expedited Passenger Screening Program		<					1			2	1	3	
Mishandling of Passenger Property	1						1						
Mishandling of Passenger Property - Dam	1						1						
Screening		1											
Screening - Procedures/Process		1											
2022	4	6	3	5	5								
Civil Rights				2									
Civil Rights - Racial Profiling or Discrimina				2									
Customer Service	1	1			1								
Customer Service - TSO	1	1			1								
Expedited Passenger Screening Program	3	4	2	2	3								
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program			1		1								
Expedited Passenger Screening Program	3	3	1	2	2								
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Medication	/Prescriptio	1											
Property - Special Handling			1										
Property - Special Handling - Missing Item	ns - Carry-On		1										
TWIC					1								
TWIC - General					1								

egories	10-Oct 11				•	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FR	10	7	8	9	8	5 - IVIAI	3	4	2			7	Total
	10	1	0	9	1					5	4		
2019					1	3	2	3	1			3	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	nation											1	
Customer Service							1						
Customer Service - TSO							1						
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property						1		1	1			1	
Mishandling of Passenger Property - Dar	naged/Missing Ite	msCheck	ed Baggag	je		1		1	1			1	
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Cognitiv	 	/Mental Di	sahility		1								
Property - Special Handling	Developmenta	/Wichtal Di	Sability		'	1						1	
	hamas Obsaslasid											- 1	
Property - Special Handling - Damaged I						1							
Property - Special Handling - Missing Ite	ms - Checked											1	
Screening						1	1						
Screening - Inconsistency						1							
Screening - Procedures/Process							1						
2020	6	2	2	3	2	1				4	1	1	
Civil Rights					1								
Civil Rights - Sex/Gender/Gender Identity	/- Not Transgend	er			1								
Customer Service	1		1										
Customer Service - TSO			1										
Locks	2												
	2												
Locks - Missing or Damaged Lock													
Mishandling of Passenger Property	2		1	1		1				1			
Mishandling of Passenger Property - Dar			1	1		1				1			
Mishandling of Passenger Property - Dis	1												
Patdown	1				1								
Patdown - Flyer					1								
Patdown - Non-Flyer	1												
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Cancer (	general) Not	1											
Property - Special Handling	1			1						2	1	1	
Property - Special Handling - Damaged I	te 1			1							1		
Property - Special Handling - Missing Itel										2		1	
Screening	lis - Checked	1		1						1		1	
<u> </u>		1											
Screening - Procedures/Process				1						1			
2021	1	1	3		1	1	1	1	1	1		3	
Customer Service			2				1				1	1	
Customer Service - TSO			2				1				1	1	
Expedited Passenger Screening Program						1			1	1	2	1	
Expedited Passenger Screening Progran	- TSA PreCheck	(				1			1	1	2	1	
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dar	n 1												
Property - Special Handling					1			1					
Property - Special Handling - Missing Ite	me Corny On				'			1					
					4			I					
Property - Special Handling - Missing Ite	по - спескеа				1								
Screening			1									1	
Screening - Procedures/Process			1									1	
2022	3	4	3	6	4								
Customer Service	1	2											
Customer Service - TSO	1	2											
Expedited Passenger Screening Program	2	1	2	3	3								
Expedited Passenger Screening Progran		1											
Expedited Passenger Screening Program		•	2	3	3								
Property - Special Handling		1	1	2	J								
i iopeity - opeciai Hallulliu	1	- 1											
	tome Corni C-		4	0									
Property - Special Handling - Damaged I		4	1	2									
Property - Special Handling - Damaged I Property - Special Handling - Damaged I		1	1										
Property - Special Handling - Damaged I		1	1	1 1	1								

					CC) Data T								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	3	2	1	5	2	3		1	3	6	2	3	3
2019				3		3		1	2	2	1	2	14
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service										1		1	2
Customer Service - Others												1	1
Customer Service - TSO										1			
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	2		1					1		4
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	air or Scoot	er)		1							
Property - Special Handling												1	
Property - Special Handling - Missing Item	s - Checked	i										1	
Screening								1	2	1			4
Screening - Lengthy Lines									2	1			
Screening - Procedures/Process								1					
2020				2						1		1	
Mishandling of Passenger Property				1								1	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bad	1								1	
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	air or Scoot	1									
Property - Special Handling	,									1			
Property - Special Handling - Missing Item	s - Checked	1								1			
2021	1		1						1	3	1		
Customer Service			1							1	1		
Customer Service - TSO			1							1	1		
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	- TSA PreCl	heck								1			
Ombudsman										1			
Ombudsman - General										1			
Property - Special Handling									1				
Property - Special Handling - Damaged Ite	ems - Check	ed							1				
Screening	1												4
Screening - Procedures/Process	1												
2022	2	2			2								
Customer Service	_	_			1								
Customer Service - TSO					1								
Expedited Passenger Screening Program	2	2			1								5
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2			1								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGW				2			1						3
2020				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021				1			1						2
Screening				1			1						2
Screening - Procedures/Process				1			1						2

						Tool - FOIA							
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
łK	2	3	5	1	2	2	1	1	1	3		3	2
2019				1	1				1	1		3	
Mishandling of Passenger Property				1	1				1			1	
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked Ba	. 1	1				1				
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Checke	d								1	
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Property - Special Handling										1			
Property - Special Handling - Missing Items	s - Checked									1			
Screening												1	
Screening - Procedures/Process												1	
2020	1	2	3			1				1			
Mishandling of Passenger Property	1	1	1										
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	1										
Mishandling of Passenger Property - Dam	1	1											
Patdown										1			
Patdown - Flyer										1			
Property - Special Handling		1				1							
Property - Special Handling - Damaged Ite	ms - Check	ed .				1							
Property - Special Handling - Missing Items		1											
Screening	01100110		2										
Screening - Inconsistency			1										
Screening - Procedures/Process			1										
2021	1				1	1	1	1		1			
Expedited Passenger Screening Program					•	•		•		1			
Expedited Passenger Screening Program -	TSA PreCh	neck								1			
Mishandling of Passenger Property	TOATICO	ICOK			1								
Mishandling of Passenger Property - Dama	aged/Missin	a Itame C	hacked Ba	naage	1								
Persons w/ Disabilities (PWD)	1900/11/13311	g items=-0	ncoked ba	ggage	'								
Persons w/ Disabilities (PWD) - Touch Av	1												
Property - Special Handling							1	1					
Property - Special Handling - Damaged Ite	me Chock	od					1	- '					
Property - Special Handling - Missing Items							1	1					
Screening	s - Checkeu					- 4		1					
Screening - Procedures/Process						1							
2022						ı							
-		1	2										
Expedited Passenger Screening Program	TCA DrcC	1	1										
Expedited Passenger Screening Program -	13A PreC	1	1										
Property - Special Handling Property - Special Handling - Damaged Ite			1										

tegories	10-Oct		12-Dec	t Center (T 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AHT	17	9	11	14	11	10	6 G	10	15	19	7 7	13	14
2019	17	9	- ''	5	3	7	4		9	11	5	5	5
Customer Service					J	2	-		4		1	1	
Customer Service - Others						1			2		- '		
Customer Service - Others  Customer Service - TSO						1					1		
				-		1			2		1	1	
Locks				1								1	
Locks - Missing or Damaged Lock				1								1	
Mishandling of Passenger Property				3	1	2		4	4	3	2	2	2
Mishandling of Passenger Property - Dam				3		2		3	3	2	1	2	1
Mishandling of Passenger Property - Disar	rrayed Items-	-Carry-on or	Checked		1			1	1	1	1		
Patdown						1	1			1			
Patdown - Children										1			
Patdown - Flyer						1	1						
Persons w/ Disabilities (PWD)					1					1			
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			
Persons w/ Disabilities (PWD) - General					1								
Property - Special Handling				1	1	2	2	3	1	5	2	1	1
Property - Special Handling - Damaged Ite	l ems - Checke	d				2	1			2		· ·	
Property - Special Handling - Missing Item		u					1		1	2			
				4			4	2	- 1	2	2		
Property - Special Handling - Missing Item	is - Unecked			1	1		1	3		3	2	1	
Screening							1	2		1			
Screening - Procedures/Process							1	2		1			
2020	9	3	2	4	5	1			2	3		2	
Customer Service	2	1		1		1							
Customer Service - TSO	2	1		1		1							
Locks	2			1									
Locks - Missing or Damaged Lock	2			1									
Mishandling of Passenger Property	1	1	2		3				1	2			1
Mishandling of Passenger Property - Dam	1	1	1		3				1	2			
Mishandling of Passenger Property - Disa			1		3								
	rrayed items-	-											
Patdown		1											
Patdown - Flyer	_	1											
Property - Special Handling	3								1	1		2	
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Damaged Ite	ems - Checke	d								1		1	
Property - Special Handling - Missing Item	3											1	
Screening	1			2	2								
Screening - Lengthy Lines					1								
Screening - Procedures/Process	1			2	1								
2021	4	1		1	1	2	2	1	4	5	2	6	2
Customer Service	1	•			•		1	•	_	2	_		
Customer Service - Others	'						- '			2			
	4						4						
Customer Service - TSO	1						1						
Expedited Passenger Screening Program					1	2			2	2	2	4	1
Expedited Passenger Screening Program			ım									1	
Expedited Passenger Screening Program	- TSA PreCh	eck			1	2			2	2	2	3	1
Identification (ID) Requirements													
									1				
Identification (ID) Requirements - Real ID									1				
		1		1			1						
Identification (ID) Requirements - Real ID  Mishandling of Passenger Property	laged/Missii			1			1						
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam													
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	2												
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	2 1												
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer	2												
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items	1 1							1					
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G	2 1 1							1 1	1				
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Gr	2 1 1 oods									1		2	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling	2 1 1 1 oods 1 1								1	1 1		2	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 1 000ds 1 1 ns - Carry-On								1			2	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling	2 1 1 000ds 1 1 ns - Carry-On								1				
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 1 000ds 1 1 ns - Carry-On		9		2				1			1	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Government - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 1 1 000ds 1 1 ns - Carry-On	1	9	1	2 1				1			1	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Go Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 1 000ds 1 1 ns - Carry-On	1	9	1					1			1	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Go Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Airline - Policy/Regulations/Service	2 1 1 000ds 1 1 ns - Carry-On	1	9	1	1				1			1	2
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Go Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Policy Regulations/Service Civil Rights	2 1 1 0 oods 1 1 ns - Carry-On ns - Checked 4	1	9	1 4	1				1			1	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Could be a similar of the second because of the second bec	2 1 1 000ds 1 1 1ns - Carry-On ns - Checked 4	5		4	1				1			1	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Could Repeat the Property - Special Handling - Missing Item Property - Special Handling - Missing Item Could Repeat Handling - Missing Item Could Repeat Handling - Missing Item Repeated Handling - Missing Item Could Repeat	2 1 1 000ds 1 1 1ns - Carry-On ns - Checked 4	5	9	4 1 1 1 3	1				1			1	,
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Could Rights - Racial Profiling or Discriming Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 1 000ds 1 1 1 ns - Carry-On ns - Checked 4 4	5 4 ation Progra	9 im	4 1 1 1 3 2	1				1			1	
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Go Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Could be a special Handling - Missing Item Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 1 000ds 1 1 1 ns - Carry-On ns - Checked 4 ation 2 - TSA Applic	5 4 ation Progra	9	4 1 1 1 3	1				1			1	2
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Government of the Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Covernment of the Property - Special Handling - Missing Item Property - Special Handling - Missing Item Covernment of the Property - Special Handling - Missing Item Property - Special Handling - Missing Item Covernment of the Property - Special Handling - Missing Item Covernment	2 1 1 000ds 1 1 1 ns - Carry-On ns - Checked 4 4	5 4 ation Progra	9 im	4 1 1 1 3 2	1				1			1	1
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Could Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 1 1 0 oods 1 1 s - Carry-On ns - Checked 4 4 ation 2 - TSA Applica 2	5 4 ation Progra	9 im	4 1 1 1 3 2	1				1			1	2
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Property - Special Handling	2 1 1 0 oods 1 1 s - Carry-On ns - Checked 4 ation 2 - TSA Applic 1 ems - Check	5 4 ation Progra 4 1	9 im	4 1 1 1 3 2	1				1			1	2
Identification (ID) Requirements - Real ID Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Prohibited & Permitted Items Prohibited & Permitted Items - Sporting Go Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Property - Special Handling Property - Special Handling	2 1 1 0 oods 1 1 s - Carry-On ns - Checked 4 ation 2 - TSA Applic 1 ems - Check	5 4 ation Progra 4 1	9 im	4 1 1 1 3 2	1				1			1	1

Cotomonico	10.0 /		TSA Contac								•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	248	281	368	551	486	299	203	252	242	250	293		3,699
2019				148	113	137	132	137	122	136	158	99	1,182
Civil Rights				2	1	4	1	3	9	3	3	2	28
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns									2				2
Civil Rights - Headwear										1			1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina	ation				1	3	1	3	6	2	2		18
Civil Rights - Screening of Religious or Cu		nts				1							1
Civil Rights - Sex/Gender/Gender Identity-				1					1			1	3
Customer Service	140t Transge	ridoi		23	19	17	19	24	14	13	24		172
Customer Service - CSM				23	19	17	19	24	14	13	1	19	
				4						4			1
Customer Service - Others				1	3	2	3	5	4.4	1	3		18
Customer Service - TSO				22	16	15	16	19	14	12	20		153
Locks				14	7	19	14	17	10	12	15	4	112
Locks - General					1								1
Locks - Missing or Damaged Lock				14	6	19	14	17	10	12	15		111
Lost and Found				1		2			2	2		1	8
Lost and Found - Airport/TSA				1		2			2	2		1	8
Mishandling of Passenger Property				50	37	45	41	42	32	54	60	40	401
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	2	2	2	2	1		4	2	3	18
Mishandling of Passenger Property - Dam				45	29	35	38	38	26	46	52	32	341
Mishandling of Passenger Property - Dam				1		1					3	1	6
Mishandling of Passenger Property - Disa				2	6	7	1	3	6	4	3	4	36
Patdown	,	,		1	2	2	1		2	5	3		20
Patdown - Flyer				1	2	1	1		2	5	3		19
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				3	6	2	4	6	5	5	3	3	37
Persons w/ Disabilities (PWD) - Autism S	a a atri ima			3	0		1	0	5	1	3	3	
		2					1						2
Persons w/ Disabilities (PWD) - Cancer (g	. ,									1	1		2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntai /ivient	al Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes							1		2	1		1	5
Persons w/ Disabilities (PWD) - General					2						1		3
Persons w/ Disabilities (PWD) - Internal M												1	1
Persons w/ Disabilities (PWD) - Medically		/ledication	and Medica	al Supplies	1			1		1	1		4
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	Wheelch	air or Scoot	1	1		1		2			1	6
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts			1								1
Persons w/ Disabilities (PWD) - Service A	nimals							2					2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	rauma)								1			1
Persons w/ Disabilities (PWD) - Visual Im	pairment			1									1
Persons w/ Disabilities (PWD) - Wheelcha		Segway			1	1	1	3	1				7
Property - Special Handling		0 ,		41	30	30	44	30	30	38	37	20	300
Property - Special Handling - Damaged Ite	ems - Carry-0	)n		1	2	2	2	4	3	4	4		26
Property - Special Handling - Damaged Ite				9	4	9	7	5	8	10	7		65
Property - Special Handling - Missing Item				3	10	3	8	5	10	1	2		47
Property - Special Handling - Missing Item				28	14	16	27	16	9	23	24		162
	is - Checked			20	14	10	21	10	1	23	24	5	
Request for Assistance													1
Request for Assistance - Other				10		40		45	1		40		1
Screening				13	11	16	8	15	17	4	13	6	103
Screening - International Screening									1	1			2
Screening - Lengthy Lines					4	4	1	4	2	1	2		19
Screening - Procedures/Process				13	6	11	6	10	14	2	9	5	76
Screening - Retrieving Abandoned/Confise	cated Items					1		1			1		3
Screening - Security Breach							1				1		2
Screening - Shoe Screening					1								1
2020	116	116	157	155	149	98	15	18	23	31	20	40	938
Civil Rights	4	1	7	2	1	6			1		2		24
Civil Rights - Age			2										2
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimina	2	1	2	1		5			1		2		14
Civil Rights - Sex/Gender/Gender Identity	2		2		1	1							6
Customer Service	13	15	29	14	22	17	2	4	3	4	2	6	131
Customer Service - Others	13	13	1	2	1	- 17		1	1			0	7
Customer Service - TSO	13	14		12	21	17	2	3	2	4	2	6	124
Locks								1					
	10	14	21	14	16	10		1	2	1		3	92
Locks - General	10	1	0.1	- 44	1	40							2
Locks - Missing or Damaged Lock	10	13		14	15	10		1	2	1		3	90
Lost and Found	2		1		1	1				1			6
Lost and Found - Airport/TSA	2		1		1	1				1			6
Mishandling of Passenger Property	41	39	41	52	47	30	8	4	7	10	3	12	294
Mishandling of Passenger Property - Dam	1			2	2				1				6
Mishandling of Passenger Property - Dam	37	34	35	41	38	26	5	2	5	9	3	11	246
Mishandling of Passenger Property - Dam	1	1		1				2					5
Mishandling of Passenger Property - Disa	2	4	6	8	7	4	3		1	1		1	37
Patdown	4	4	2	4									14
Patdown - Flyer	4	4		4									13
Patdown - Flyer as Observer	-		1	-т									1
Persons w/ Disabilities (PWD)	1	10		7	5	3			1	3			38
Persons w/ Disabilities (PWD) - Autism S	-	10	O	1	1	3			ı	3			2
Persons w/ Disabilities (PWD) - Addism Sp Persons w/ Disabilities (PWD) - Cognitive		ntal /Mar	al Disabilit	1 1	1								1
. , ,			ar DISADIIII)	1									
Persons w/ Disabilities (PWD) - Diabetes		4			1								5
Persons w/ Disabilities (PWD) - Diapers/0	arments/D	1				1							2
Persons w/ Disabilities (PWD) - General		1	1						1				3

					) Data Too								
ies						3-Mar C	04-Apr 0	5-May (	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical D			-	1	1								
Persons w/ Disabilities (PWD) - Medically		2	1										
Persons w/ Disabilities (PWD) - Metal Imp		4	2	4	4								
Persons w/ Disabilities (PWD) - Mobility D		1		1	1								
Persons w/ Disabilities (PWD) - Ostomy/		Cooto	4		1								
Persons w/ Disabilities (PWD) - Prosthesis			1							4			
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A		quipment		1		4				1			
Persons w/ Disabilities (PWD) - Service A		ma\		ı		1				1			
· · · · · · · · · · · · · · · · · · ·		IIa)	- 1	1						1			
Persons w/ Disabilities (PWD) - Visual Imp Persons w/ Disabilities (PWD) - Wheelcha		4	1	1		4							
` '		1	2	1	4.4	1	4	-		1		4.4	
Property - Special Handling	29	24	31	43	41	24	4	7	9	7	9	14	2
Property - Special Handling - Damaged Ite	1	2	7	6	3	1 7	-	1	1		2		
Property - Special Handling - Damaged Ite	6	11	7	6	6	7	1	2	2	1		3	
Property - Special Handling - Missing Item	6	2	3	5	5	5	1	1	1	1	3	2	
Property - Special Handling - Missing Item	16	9	14	26	27	11	2	3	5	5	4	9	
Request for Assistance					1								
Request for Assistance - Other	40	•	47	40	1	7	-	0			4	-	
Screening	12	9	17	19	15	7	1	2		5	4	5	
Screening - Lengthy Lines	3	1	2	2	1	1						1	
Screening - Procedures/Process	7	8	15	17	10	5		2		5	4	4	
Screening - Retrieving Abandoned/Confis	1				2		1						
Screening - Security Breach	1				2	1							
.1	30	33	30	43	38	64	56	97	97	83	115	87	7
Airline						1	1	1					
Airline - Policy/Regulations/Service						1	1	1					
Animals						1							
Animals - Carry-On						1							
Civil Rights			1	2		3	1	1	3	1	9	6	
Civil Rights - National Origin											1		
Civil Rights - Racial Profiling or Discrimina	ation			1		2	1	1	3	1	6	4	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	er	1	1							2	2	
Civil Rights - Sexual Orientation - Not Tran	nsgender					1							
Claims			1		1	1			1				
Claims - General			1		1	1			1				
Customer Service		1	13	11	9	12	10	20	26	19	24	10	
Customer Service - CSM			1										
Customer Service - Others							1			1			
Customer Service - TCC			1										
Customer Service - TSO		1	11	11	9	12	9	20	26	18	24	10	
Duplicate E-mail				1							1		
Duplicate E-mail - General				1							1		
Expedited Passenger Screening Program				2	2	11	14	19	25	37	37	41	
Expedited Passenger Screening Program													
	<ul> <li>Active Duty Mil</li> </ul>	itary				1							
						1			1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	- Known Crew M	lember				1	2	3	1	2	2		
Expedited Passenger Screening Program Expedited Passenger Screening Program	<ul><li>Known Crew M</li><li>TSA Applicatio</li></ul>	lember n Program		2	2		2 12	3 16		2 35	2 35	41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	<ul><li>Known Crew M</li><li>TSA Applicatio</li></ul>	lember n Program		2	2	1			1			41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety	<ul><li>Known Crew M</li><li>TSA Applicatio</li></ul>	lember n Program	2 2	2	2	1 9			1			41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General	<ul><li>Known Crew M</li><li>TSA Applicatio</li></ul>	lember n Program	2	2	2	1 9 1		16	1			41	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2	2	2	1 9 1 1	12	16	1			1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2	2	2	1 9 1	12	16	1				
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2			1 9 1 1 1	12	16 2 1 1	1 23		35	1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program	2	2	1	1 9 1 1 1 1	12	16 2 1 1	1 23		35	1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program 2 2	2	2 2		1 9 1 1 1	12 1 1 1	16 2 1 1 1	1 23		35	1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found	- Known Crew M - TSA Applicatio - TSA PreCheck	lember n Program 2 2 2	2	2 2 1	1	1 9 1 1 1 1	12 1 1 1 1 1	16 2 1 1 1 1	1 23		35	1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- Known Crew M - TSA Applicatio - TSA PreCheck c	ember n Program  2 2 1 1	2 2	2 2 1 1	1 1	1 9 1 1 1 1 2 2	12 1 1 1 1 1 1	16 2 1 1 1 1 1 1	1 23	35	2 2	1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- Known Crew M - TSA Applicatio - TSA PreCheck c 2 2	ember n Program 2 2 2 1 1 9	2 2 2	2 2 1 1	1 1 1	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 1 4	16 2 1 1 1 1 1 1 1 1	1 23 1 1	35	2 2	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Known Crew M - TSA Applicatio - TSA PreCheck c 2 2 11 1	lember n Program  2 2 1 1 9 1	2 2 2	2 2 1 1 11	1 1 1 10 2	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 4	16 2 1 1 1 1 1 1 1 1 1 2 2	1 1 1 4 2	35 3 1	2 2 2	1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8	ember n Program 2 2 2 1 1 9	2 2 2	2 2 1 1	1 1 1	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 1 4	16 2 1 1 1 1 1 1 1 1	1 23 1 1	35	2 2	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8 1	lember n Program  2 2 1 1 9 1	2 2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 4	16 2 1 1 1 1 1 1 1 1 1 2 9	1 1 1 4 2 1	35 3 1	2 2 2	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8 1	lember n Program  2 2 1 1 9 1	2 2 2 5 1 3	2 2 1 1 11	1 1 1 10 2	1 9 1 1 1 1 1 2 2 2	12 1 1 1 1 1 1 4	16  2 1 1 1 1 1 1 1 2 9 1	1 23 1 1 1 2 1	35 3 1	2 2 2 1 5	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8 1	lember n Program  2 2 1 1 9 1	2 2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 2 2	12 1 1 1 1 1 1 4	16  2 1 1 1 1 1 1 1 2 9 1 3	1 1 1 4 2 1	35 3 1	2 2 2	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8 1	lember n Program  2 2 1 1 9 1	2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 1 2 2 2 4 1 1 3 3	12 1 1 1 1 1 1 4	16  2 1 1 1 1 1 1 1 2 9 1 3 1	1 1 1 4 2 1 1 4	35 3 1	2 2 2 6 1 5	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8 1	lember n Program  2 2 1 1 9 1	2 2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 1 1 2 2 2 4 1 1 3 3	12 1 1 1 1 1 1 4	16  2 1 1 1 1 1 1 1 2 9 1 3 1 1 1	1 23 1 1 1 4 2 1 1 4 4 3 3	35 3 1	2 2 2 6 1 5	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	- Known Crew M - TSA Applicatio - TSA PreCheck  c  2 2  11 1 8 1 1	lember n Program  2 2 1 1 9 1	2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 1 2 2 2 4 1 1 3 3 2 2 1 1 1	12 1 1 1 1 1 1 1 4 1 3	16  2 1 1 1 1 1 1 1 2 9 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 1 1 1 4 2 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	35 3 1 2	2 2 2 5	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	- Known Crew M - TSA Applicatio - TSA PreCheck  c 2 2 11 1 8 1	lember n Program  2 2 1 1 9 1	2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 1 1 2 2 2 4 1 1 3 3	12 1 1 1 1 1 1 4	16  2 1 1 1 1 1 1 1 2 9 1 3 1 1 1	1 23 1 1 1 4 2 1 1 4 4 3 3	35 3 1	2 2 2 6 6 1 5	1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children	- Known Crew M - TSA Applicatio - TSA PreCheck  c  2 2  11 1 8 1 1	lember n Program  2 2 1 1 9 1	2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 2 2 2 4 1 3 3 2 2 1 1 1 1 1	12 1 1 1 1 1 1 1 4 1 3	16  2 1 1 1 1 1 1 1 2 9 1 3 1 1 1 1 2	1 23 1 1 1 4 2 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	35 3 1 2	35 2 2 2 1 1 1 2 1	1 1 1 1 1 1 1 1 1 1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer	- Known Crew M - TSA Applicatio - TSA PreCheck  c  2 2  11 1 8 1 1	lember n Program  2 2 1 1 9 1	2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 1 2 2 2 4 1 1 3 3 2 2 1 1 1	12 1 1 1 1 1 1 4 1 3	16  2 1 1 1 1 1 1 1 2 9 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 1 1 1 2 1 4 2 1 1 4 2 2 1 2	35 3 1 2	2 2 2 6 6 1 5	1 1 1 1 1 1 1 1	
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Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements - Domesti Identification (ID) Requirements - Real ID Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - No Referral No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer	- Known Crew M - TSA Applicatio - TSA PreCheck  c  2 2 11 1 8 1 1	lember n Program  2 2 1 1 9 1	2 2 5 1 3	2 2 1 1 11	1 1 10 2 7	1 9 1 1 1 1 1 2 2 2 4 1 3 3 2 2 1 1 1 1 1	12 1 1 1 1 1 1 4 1 3	16  2 1 1 1 1 1 1 1 1 2 9 1 1 1 1 2 2	1 1 1 1 4 2 1 1 4 4 2 1 1 2 1 1 1 1 1 1	35 3 1 2	2 2 2 6 1 5	1 1 1 1 1 1 1 1 1 1 1	
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		TS	A Contact C	enter (TCC	C) Data Too	I - FOIA							
Categories	10-Oct 1	1-Nov 1	12-Dec 0'	1-Jan 0	)2-Feb (	3-Mar 04	-Apr (	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Liquids/Ge								1					1
Prohibited & Permitted Items - Sporting G	oods								1				1
Property - Special Handling	11	14	5	7	11	15	6	13	15	14	15	14	140
Property - Special Handling - Damaged It	ems - Carry	2			2		1	1	3	5	4	8	20
Property - Special Handling - Damaged It	1	1		1	4	8	2	4	4	2	5	1	33
Property - Special Handling - Missing Iten	1				1	1	2	2	2	1	1	3	14
Property - Special Handling - Missing Iten	9	11	5	6	4	6	1	6	6	6	5	2	6
Screening	4	5	1	3	4	7	13	16	9	5	9	8	84
Screening - Crew Member or Airline Emp										1			
Screening - Inconsistency	I .				1	1	2	2	4		2		1:
Screening - Lengthy Lines		1			1	2	2	6	1	2	1	1	1
Screening - Opposite Gender					'			0	'		'	1	'
Screening - Procedures/Process	4	4	1	3	2	4	9	7	4	2	6	5	5
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		4	- '	3		4	9	1	4		0	3	5
	Lateu items							1				1	
Screening - Shoe Screening												1	
Transfer to Security Specialist									1				
Transfer to Security Specialist - Reportab			404	005	400				1				-
2022	102	132	181	205	186								80
Airline					1								
Airline - Policy/Regulations/Service					1								
Animals	1												
Animals - Carry-On	1												
Civil Rights	5	3	2	4	5								1
Civil Rights - Age				1									
Civil Rights - Constitutional Rights	1												
Civil Rights - Hair Patdowns	1												
Civil Rights - Perceived Religion				1									
Civil Rights - Racial Profiling or Discrimin	2	3	1	2	3								1
Civil Rights - Sex/Gender/Gender Identity			1										
Civil Rights - Sexual Orientation - Not Tra					1								
Civil Rights - Transgender Screening	·				1								
Claims	1												
Claims - General	1												
Customer Service	16	22	32	37	25								133
Customer Service - TSO	16	22	32	37	25								13:
Expedited Passenger Screening Program	48	77			104								43
		11	100	108	104								
Expedited Passenger Screening Program			1										4
Expedited Passenger Screening Program		4	6	2	2								1
Expedited Passenger Screening Program		72	93	106	102								41
Expedited Passenger Screening Program		1											
Hazardous Materials Safety	1												
Hazardous Materials Safety - General	1												
Identification (ID) Requirements		1		1									
Identification (ID) Requirements - Domest	ic	1		1									
Locks	1		1	2	1								
Locks - Missing or Damaged Lock	1		1	2	1								
Lost and Found	1	1		1									;
Lost and Found - Airport/TSA	1	1		1									;
Mishandling of Passenger Property	3	1	4	4	2								1-
Mishandling of Passenger Property - Dam	aged/Missing	temsC	2	1									
Mishandling of Passenger Property - Dam			2	3	1								
Mishandling of Passenger Property - Disa		1			1								
No Jurisdiction		3	3	2	3								1
No Jurisdiction - No Referral		1			0								
No Jurisdiction - Refer to CBP		1		2	3								
No Jurisdiction - Refer to Other		1	3		3								
Patdown		1 1		2	A								
		1	2	3	4								1
Patdown - Children			•		1								
Patdown - Flyer		1	2	3	3								
Persons w/ Disabilities (PWD)		1	2	3	4								1
Persons w/ Disabilities (PWD) - Autism S	pectrum			1	1								
Persons w/ Disabilities (PWD) - General		1			1								:
Persons w/ Disabilities (PWD) - Medically		edication ar	nd Medic	1									
Persons w/ Disabilities (PWD) - Metal Imp					1								
Persons w/ Disabilities (PWD) - Mobility I			or Scooter)		1								
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipme	1										
Persons w/ Disabilities (PWD) - Service A			1										
Persons w/ Disabilities (PWD) - Touch Av		auma)		1									
Prohibited & Permitted Items		,	2										
Prohibited & Permitted Items - Alcohol an	d Tobacco		2										
Property - Special Handling	14	9	6	18	13								60
Property - Special Handling - Damaged It	3	1	1	6	1								1:
Property - Special Handling - Damaged It	3	2	2	3	2								1:
Property - Special Handling - Missing Iten		3	2	4	5								1
		3	1	5	5								1
Property - Special Handling - Missing Item	5	3		5	0								
Request for Assistance			1										
Request for Assistance - Other			1		_								
Screening	10	13	25	22	24								9
Screening - Inconsistency	2	3	4	2	4								1
Screening - Lengthy Lines	3	1	2	4	10								2
Screening - Procedures/Process	5	9	19	15	10								5
Screening - Retrieving Abandoned/Confis				1									
Transfer to Security Specialist			1										
Transfer to Security Specialist - Reportab	I le Communicat	tion	1										
		iiOH	I I										
TWIC Coperal	1												
TWIC - General	1												1

		TSA	Contact Cent	ter (TCC	c) Data Tool	- FOIA								
ategories	10-Oct 1	1-Nov 12	P-Dec 01-J	an 0	2-Feb 03	-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
MKE	37	38	50	37	31	21	23	32	31	34	41	57	432	
2019				8	9	12	14	15	14	14	23	26	135	
Civil Rights				1				3	1		1	3	9	
Civil Rights - Racial Profiling or Discrimina	ation							3	1		1	1	6	
Civil Rights - Sex/Gender/Gender Identity		der		1								1	2	
Civil Rights - Sexual Orientation - Not Tra												1	1	
Customer Service	logoridor			1			1	4	1	1	1	2	11	
Customer Service - TSO				1			1	4	1	1	1	2	11	
Locks				- 1			- 1	4	1	1	5		10	
Locks - Missing or Damaged Lock									1	1	5		10	
Lost and Found					1				1			2	4	
Lost and Found - Airport/TSA					1				1			2	4	
Mishandling of Passenger Property				1	1	4	6	4	9	5	5	7	42	
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarry-	on Luggage					1				2	3	
Mishandling of Passenger Property - Dam	aged/Missing I	temsCheck	ced Bac	1		3	4	3	9	5	5	5	35	
Mishandling of Passenger Property - Disa					1	1	2						4	
Patdown	l layed Rome C	July Oll Ol	moonoa	1	2	1				1			5	
													4	
Patdown - Flyer				1	1	1				1				
Patdown - Non-Flyer					1								1	
Persons w/ Disabilities (PWD)									1	1	1	1	4	
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1				1	
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental Di	sability								1		1	
Persons w/ Disabilities (PWD) - Mobility [												1	1	
Persons w/ Disabilities (PWD) - Respirato			i occorci)							1			1	
	ny and mnaier i I	_quipment		4	2	-	4			1				
Property - Special Handling				4	3	5	4	2		3	5	5	31	
Property - Special Handling - Damaged Ite					1								1	
Property - Special Handling - Damaged Ite				1	1	1					2	4	9	
Property - Special Handling - Missing Item	ıs - Carry-On					1	1	1		1			4	
Property - Special Handling - Missing Item				3	1	3	3	1		2	3	1	17	
Screening				-	2	2	3	2		2			19	
Screening - Inconsistency					1		J				1		2	
Screening - Procedures/Process					1	1	2	2		2	4	3	15	
Screening - Security Breach						1	1						2	
2020	13	13	14	14	7	5	3	2	5	6	10	10	102	
Civil Rights	1				1						1	1	4	
Civil Rights - Racial Profiling or Discrimina	ation										1		1	
Civil Rights - Sex/Gender/Gender Identity					1							1	3	
Customer Service	1		1	1		1	1	2	1		1	1	10	
Customer Service - TSO			1								1			
	1		ı	1		1	1	2	1			1	10	
Locks	1									1	1	2	5	
Locks - Missing or Damaged Lock	1									1	1	2	5	
Lost and Found	1						1						2	
Lost and Found - Airport/TSA	1						1						2	
Mishandling of Passenger Property	5	6	9	4	2	1	1			2	6	3	39	
Mishandling of Passenger Property - Dam		1	1										2	
				2	0	4	4			0				
Mishandling of Passenger Property - Dam		5	6	3	2	1	1			2		3	32	
Mishandling of Passenger Property - Disa	1		2	1							1		5	
Patdown				1								1	2	
Patdown - Flyer				1								1	2	
Persons w/ Disabilities (PWD)					1								1	
Persons w/ Disabilities (PWD) - Diabetes					1								1	
Property - Special Handling	2	4	3	7	1	2			3	3	1	2	28	
			J	ı	1					3				
Property - Special Handling - Damaged Ite									2				2	
Property - Special Handling - Damaged Ite		3		2					1	1		1	8	
Property - Special Handling - Missing Item	ıs - Carry-C	1	1			2							4	
Property - Special Handling - Missing Item			2	5	1					2	1	1	14	
Screening	2	3	1	1	2	1			1	_			11	
Screening - Lengthy Lines					1								1	
	2	2	4	4		4								
Screening - Procedures/Process	2	2	1	1	1	1							8	
Screening - Retrieving Abandoned/Confis		1		_					1				2	
2021	4	3	7	2	1	4	6	15	12	14	8	21	97	
Airline			1										1	
Airline - Policy/Regulations/Service			1										1	
Civil Rights	1		2							1		2	6	
Civil Rights - Racial Profiling or Discrimina			1							1		1	4	
Civil Rights - Sex/Gender/Gender Identity		der	1									1	2	
•	- NOT TRAINSUME		I I	_					4					
Customer Service		1		1			2	1	1		3	2	11	
Customer Service - Others							1						1	
Customer Service - TSO		1		1			1	1	1		3	2	10	
Expedited Passenger Screening Program			1			1	2	11	8	10	3	14	50	
Expedited Passenger Screening Program	- TSA Applicat	ion Program						1				3	4	
Expedited Passenger Screening Program			1			1	2	10	8	10	3		46	
Mishandling of Passenger Property		1	1			1	1	10	1	10		1	7	
	lagod/Mis-:		1							- 1				
Mishandling of Passenger Property - Dam		1				1	1		1			1	6	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	necked							1			1	
Patdown												1	1	
												1	1	
Patdown - Flyer	Į.					1					1		2	
Persons w/ Disabilities (PWD)						1								
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes		idication and	Medical Suss	nlies		1					- 4		1 4	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically		dication and	l Medical Supp	plies		1					1		1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Prohibited & Permitted Items	Necessary Me	dication and	l Medical Supp	plies		1			1		1		1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge	Necessary Me		l Medical Supp			1			1		1		1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Prohibited & Permitted Items	Necessary Me	edication and	l Medical Supp	plies 1		1	1	2		1	1	1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge	Necessary Me		l Medical Supp				1	2	1	1		1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite	Necessary Me		l Medical Supp			1	1		1 1	1	1	1	1 1 13 5	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling	Necessary Me		l Medical Supp			1	1		1 1	1	1		1 1 13	

		1	TSA Contac	ct Center (1	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening			2		1			1		1			5
Screening - Inconsistency										1			1
Screening - Procedures/Process			2		1			1					4
2022	20	22	29	13	14								98
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service			3	1									4
Customer Service - TSO			3	1									4
Expedited Passenger Screening Program	15	20	22	10	10								77
Expedited Passenger Screening Program	- TSA Appl	5	2	1	3								11
Expedited Passenger Screening Program	15	15	20	8	7								65
Expedited Passenger Screening Program	- TSA/DHS	Employees	- Opt In	1									1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1										1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1										1
Persons w/ Disabilities (PWD)		1			1								2
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1											1
Persons w/ Disabilities (PWD) - General					1								1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Objec	1										1
Property - Special Handling	2			1	2								5
Property - Special Handling - Damaged Ite	1			1									2
Property - Special Handling - Missing Item	1				2								3
Screening	2		1	1	1								5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1									4

			ISA CUIILA	ct Center (	ICC) Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKG	1		1	1	2					3	1		9
2019				1						3	1		
Property - Special Handling				1						2			
Property - Special Handling - Damaged I	tems - Chec	ked		1									
Property - Special Handling - Missing Iter	ns - Checke	d								2			- :
Screening										1	1		- :
Screening - Procedures/Process										1	1		- :
2020	1				2								:
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Bag	ggage	1								
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling					1								
Property - Special Handling - Missing Iter	ns - Checke	d			1								
2022			1										4
Expedited Passenger Screening Program			1										
Expedited Passenger Screening Program	- TSA PreC	heck	1										-

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
						1				1		2
						1						1
						1						1
						1						1
										1		1
										1		1
- TSA Appli	cation Prog	ıram								1		1
			10-Oct 11-Nov 12-Dec  - TSA Application Program				1 1 1	1 1 1 1	1 1 1 1	1 1 1 1	1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			TSA C	ontac	t Center (T	CC) Data	Tool - FOIA	١						
ategories	10-Oct	11-Nov	12-0	Эес	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLB	2		1	6	5	3	3 5	4	6	4	6	3	4	49
2019					1	1	1 4	2	4	4	3	2	3	24
Civil Rights								1	1		1			3
Civil Rights - Racial Profiling or Discrimin	ation								1		1			2
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender						1						1
Customer Service							1		1	1				
Customer Service - Others									1					
Customer Service - TSO						•	1			1				
Locks							1							
Locks - Missing or Damaged Lock							1							
Mishandling of Passenger Property					1		2		1		1	1	1	
Mishandling of Passenger Property - Dan	naged/Missin	g Items	Carry-or	n Lugg	gage				1			1		
Mishandling of Passenger Property - Dan	naged/Missin	g Items	Checke	d Baç	1		2				1		1	
Patdown							1			1				
Patdown - Flyer							1			1				
Property - Special Handling								1	1	2		1	2	
Property - Special Handling - Damaged It	ems - Check	ed								1		1		
Property - Special Handling - Missing Iter								1						
Property - Special Handling - Missing Iter									1	1			2	
Screening											1			
Screening - Procedures/Process											1			
2020	1		1	4	2		1		1		2	1		1
Customer Service			•	2			•		•		_			
Customer Service - Others				1										
Customer Service - TSO				1	1									
Mishandling of Passenger Property							1							
Mishandling of Passenger Property - Disa	I arraved Items	Carry-o	n or Ch	ecked			1							
Patdown	lirayed items	sCarry-0	ill Of Cit	eckeu			'							
Patdown - Non-Flyer	1													
Persons w/ Disabilities (PWD)	'										1			
Persons w/ Disabilities (PWD) - Diabetes											1			
Property - Special Handling				1	1				1		1	1		
Property - Special Handling - Damaged It	ome Corn	On		1	- 1							1		
Property - Special Handling - Damaged It				- 1								1		
Property - Special Handling - Missing Iter					1				1			1		
	iis - Checked		4	-	- 1				1					
Screening			1	1							1			
Screening - Inconsistency				1										
Screening - Procedures/Process			1								1			
2021								2	1		1		1	
Customer Service								1			1			
Customer Service - TSO								1			1			
Expedited Passenger Screening Program	TO A A								1				1	
Expedited Passenger Screening Program			ogram						1					
Expedited Passenger Screening Program	- TSA PreC	heck											1	
Persons w/ Disabilities (PWD)	l							1						
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelc	hair or S	Scoote	er)			1						
Property - Special Handling		_												
Property - Special Handling - Damaged It		On		_	-									
2022	1			2	2	1	1							
Customer Service					1									
Customer Service - TSO					1									
Expedited Passenger Screening Program	1			2	1									
Expedited Passenger Screening Program	1			2	1									
Screening							1							
Screening - Procedures/Process							1							

		T	SA Contac				١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI	1	5	5	7	3		-	3	5	2	6	5	46
2019						1		3	3	1		3	11
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimin	nation									1			1
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								1	1			1	3
Mishandling of Passenger Property - Dar	maged/Missing	ItemsCh	ecked Bag	gage				1	1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees a	and Casts							1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Ite	ms - Checked							1					1
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2020		1	2	2	1				1	1	2	1	11
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identit	y- Not Transge	nder									1		1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Dar	naged/Missing	ItemsC	1							1			2
Patdown	1	1			1								2
Patdown - Flyer		1			1								2
Property - Special Handling				2					1		1	1	5
Property - Special Handling - Damaged I	tems - Checke	d										1	1
Property - Special Handling - Missing Ite											1		1
Property - Special Handling - Missing Ite				2					1				3
Screening			1										1
Screening - Inconsistency			1										1
2021		3	1	1	1		3		1		4	1	15
Civil Rights		•	•				1		•		-	•	1
Civil Rights - Sex/Gender/Gender Identit	⊥ v- Not Transge	nder					1						1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program				1			1		1		4		7
Expedited Passenger Screening Program	n - DoD										1		1
Expedited Passenger Screening Program		eck		1			1		1		3		6
Locks	1	1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1			1								2
Mishandling of Passenger Property - Dar	⊣ maged/Missing	ı ItemsCh	ecked Bag	gage	1								1
Mishandling of Passenger Property - Dis		1	Dug	J3-	'								1
Property - Special Handling		'					1						1
Property - Special Handling - Damaged I	I Items - Checke	hd					1						1
Screening	John Official	1					į.					1	2
Screening - Procedures/Process		1										1	2
2022	1	1	2	4	1								9
Expedited Passenger Screening Program	1	1	2	4	1								9
		1	2	4	1								9
Expedited Passenger Screening Program	1	1	2	4	1								

egories	10-Oct 1	1-Nov	12-Dec	: 01-Jar	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1LU	2	2	2	3	7	1 2	2	1	6		3	4	:
2019					2	1			4		2	1	
Customer Service						1			1				
Customer Service - TSO						1			1				
Mishandling of Passenger Property									2		1		
Mishandling of Passenger Property - Da	maged/Missing I	tems(	Carry-on L	uggage							1		
Mishandling of Passenger Property - Da									2				
Property - Special Handling				33 3	2							1	
Property - Special Handling - Damaged	Items - Checked				2								
Property - Special Handling - Missing Ite												1	
Screening									1		1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process									1				
2020	2		2		3				1		1		
Customer Service	_				•						•		
Customer Service - TSO													
Patdown	1												
Patdown - Flyer	1												
Property - Special Handling	'				1				1		1		
Property - Special Handling - Damaged	Itama Chaakad				1				1		1		
Property - Special Handling - Damaged Property - Special Handling - Missing Ite					1						ı		
	1		ı		2								
Screening	1				1								
Screening - Children					1								
Screening - Inconsistency	1				1								
Screening - Lengthy Lines	1												
Screening - Procedures/Process 2021					2				1			•	
					2	-	<u> </u>	1	1			3	
Airline													
Airline - Lost Baggage								1					
Civil Rights													
Civil Rights - Racial Profiling or Discrimi	nation					1			4				
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program	TOA D. OL	I.										1	
Expedited Passenger Screening Program	TI - TSA Preched	K										1	
Mishandling of Passenger Property			01		1								
Mishandling of Passenger Property - Dis	arrayed itemsC	arry-o	n or Checi	Ker	1								
Property - Special Handling	Observation of					1							
Property - Special Handling - Missing Ite	ms - Checked												
Screening					1							2	
Screening - Inconsistency												1	
Screening - Procedures/Process					1							1	
2022				3									
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program	1			1									
Expedited Passenger Screening Program	n - TSA Applicat	ion Pro	í	1									
Notice of Violation/Civil Penalties	1			1									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ММН	1			1			1						3
2019							1						1
Patdown							1						1
Patdown - Flyer							1						1
2020	1			1									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

ories	10-Oct	11-Nov	12-D	ec 01	-Jan 02	-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
В	5		4	7	5	5	3	2	8	6	5	9	7	
2019					2	1	1	2	6	3	3	4	3	
Civil Rights									1					
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	ender							1					
Customer Service	J					1		1		2	1	1	1	
Customer Service - Others											1			
Customer Service - TSO						1		1		2			1	
Locks					1	- 1			1				- '	
Locks - Missing or Damaged Lock					1				1					
Mishandling of Passenger Property					1			1	4	1	1		2	
Mishandling of Passenger Property - Dam											1			
Mishandling of Passenger Property - Dam					1			1	4	1		1	1	
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-c	on or Che	ecked								1	1	
Persons w/ Disabilities (PWD)											1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)									1			
Property - Special Handling							1							
Property - Special Handling - Damaged Ite	ı ems - Checke	rd					1							
Screening	I Oncore	, u										1		
•														
Screening - Procedures/Process	_											1		
2020	3		3	2	3		2			1		2		
Customer Service	1						1						1	
Customer Service - TSO	1						1						1	
Locks							1						1	
Locks - Missing or Damaged Lock							1						1	
Mishandling of Passenger Property	1													
Mishandling of Passenger Property - Dam	1													
Notice of Violation/Civil Penalties												1		
	-1													
Notice of Violation/Civil Penalties - Gener	aı I		_									1		
Patdown			2	1						1		1		
Patdown - Children										1				
Patdown - Flyer			2	1								1		
Persons w/ Disabilities (PWD)					1									
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not E	Breast C	ancer		1									
Property - Special Handling	1		1	1	1								1	
Property - Special Handling - Damaged Ite	ems - Checke	ed		1										
Property - Special Handling - Missing Item			1		1								1	
Screening					1									
Screening - Children					1									
<u> </u>					1				_					
2021	1			1					2	2	2	3	1	
Civil Rights											1			
Civil Rights - Civil Rights Violation (TSA E	mployee)										1			
												1		
Customer Service												4		
Customer Service - TSO												1		
Customer Service - TSO				1					1	1		1		
Customer Service - TSO Expedited Passenger Screening Program	- TSA PreCh	eck		1					1			1	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program		eck											1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	1	eck										1	1	
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock		eck										1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property	1			1								1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1		-Carry-on	1	3							1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)	1 1 aged/Missing	ı Items		1 Luggage	3					1	1	1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1 1 aged/Missing	ı Items		1 Luggage	)				1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)	1 1 aged/Missing Disability (Not	ltems	chair or S	1 Luggage	)				1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility D	1 1 aged/Missing Disability (Not	ltems	chair or S	1 Luggage	)				1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcheles  Property - Special Handling	1 1 aged/Missing Disability (Not air/ Scooter/ S	ı Items Wheeld Segway	chair or S	1 Luggage	3				1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility E  Persons w/ Disabilities (PWD) - Wheelche  Property - Special Handling  Property - Special Handling - Damaged Ite	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage	)	4			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelchat  Property - Special Handling  Property - Special Handling - Damaged Ite  2022	1 1 aged/Missing Disability (Not air/ Scooter/ S	g Items Wheeld Segway	chair or S	1 Luggage	)	4			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks  Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite  2022 Civil Rights	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage	3	1			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite  2022 Civil Rights Civil Rights - Transgender Screening	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage	3	1			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite  2022 Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage Scooter)	,	1 1 2			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite  2022 Civil Rights Civil Rights - Transgender Screening	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage		1			1	1	1 1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite  2022  Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage Scooter)		1 1 2			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite 2022 Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	g Items Wheeld Segway	chair or S	1 Luggage Cooter)		1 1 2			1	1	1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks  Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Its Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	ı Items Wheeld Segway	chair or S	1 Luggage Scooter)  4  3 3 1		1 1 2 2			1	1	1 1 1	1 1 1	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite  2022 Civil Rights Civil Rights - Transgender Screening Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	1 1 aged/Missing Disability (Not air/ Scooter/ S ems - Carry-C	ı Items Wheeld Segway	chair or S	1 Luggage Scooter)  4  3 3 1		1 1 2			1	1	1 1	1 1 1	1	

Categories	10 Oct		12-Dec	01-Jan	CC) Data 1 02-Feb		04-Apr	OF Mo:	06-Jun	07-Jul	00 4115	09-Sep	Tota!
		11-Nov				03-Mar		05-May			08-Aug		Total
MOT	2	1	3	-	5	4	1		3	1	~	3	30
2019				3					1	1	1	2	8
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1/2 4: .			1					1			1	3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Ba	1					1			1	3
Property - Special Handling	01 1									1	1	1	3
Property - Special Handling - Damaged Ite		ed									1		
Property - Special Handling - Missing Item	is - Checked									1		1	2
Screening				1									
Screening - Inconsistency				1									1
2020	1		1	1	1	3			1		1	1	10
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	1			1		1					1		4
Mishandling of Passenger Property - Dam	1			1		1					1		4
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling			1			1							2
Property - Special Handling - Damaged Ite	ems - Checke	ed	1										
Property - Special Handling - Missing Item	s - Checked					1							
Screening									1				
Screening - Procedures/Process									1				
2021	1	1				1	1		1		1		6
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimina	ation					1							
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	- TSA PreCh	eck									1		
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Dam	aged/Missii	1							1				2
Property - Special Handling	<u> </u>						1						1
Property - Special Handling - Damaged Ite	ems - Checke	ed					1						1
2022			2		4								6
Expedited Passenger Screening Program			1		4								5
Expedited Passenger Screening Program	- TSA PreCh	eck	1		4								F
Property - Special Handling	. 5,		1										1
Property - Special Handling - Missing Item	s - Checked		1										1

MRY	Catagorias	40.0-4			act Center (				05.14	00 1	07 1	00.4	00.0	T - 4 - 1
2019														Total
Customer Service  Customer Service		8	4				2			_	3	1	-	44
Customer Service - TSO					1				1	2			3	9
Locks   Mishandling of Passenger Property     1   1   2   2   2   2   2   2   2														1
Locks - Missing or Damaged Lock     1								1						1
Mishandling of Passenger Property   Disarrayed Items—Carry-on or Checked   1   2   2   2   2   2   2   2   2   2														1
Screening									1					1
Screening - Lengthy Lines   1			_											1
Screening - Procedures/Process		rrayed Items	Carry-on	or Check										
Screening - Procedures/Process   1					1			1		2				6
Mishandling of Passenger Property													2	2
Mishandling of Passenger Property         1           Mishandling of Passenger Property - Dam         1           Property - Special Handling         1           Screening - Procedures/Process         1           Screening - Procedures/Process         1           Civil Rights - Racial Profiling or Discrimination         1           Civil Rights - Racial Profiling or Discrimination         1           Customer Service         1         1           Customer Service - TSO         1         1           Expedited Passenger Screening Program         2         2         1           Expedited Passenger Screening Program - DoD         2         2         1         1           Expedited Passenger Screening Program - Nown Crew Member         1         1         1         1         1         1         2         2         1         3         1         1         2         2         1         3         1         1         1         1         1         1         2         2         1         3         2         2         1         3         2         2         1         3         1         1         1         2         2         2         1         3         1         1								1		2				4
Mishandling of Passenger Property - Dam   1					1									3
Property - Special Handling - Missing Items - Checked 1   Screening - Procedures/Process   Screening - Procedures/Procedures/Process   Screening - Procedures/Process   Sc														1
Property - Special Handling - Missing Items - Checked   1		1												1
Screening					1									1
Screening - Procedures/Process		ns - Checked			1									
2021	Screening	1												1
Civil Rights	Screening - Procedures/Process	1												1
Civil Rights - Racial Profiling or Discrimination   1	2021	1	1		1 1	1	2		4		3	1	4	19
Customer Service					1									1
Customer Service - TSO	Civil Rights - Racial Profiling or Discrimina	ation			1									1
Expedited Passenger Screening Program	Customer Service		1		1									2
Expedited Passenger Screening Program - DoD	Customer Service - TSO		1		1									
Expedited Passenger Screening Program - Known Crew Member   1   2   2   2   2   2   2   2   2   2									2		2	1	3	
Expedited Passenger Screening Program - TSA Application Program	Expedited Passenger Screening Program	- DoD										1		
Expedited Passenger Screening Program - TSA PreCheck	Expedited Passenger Screening Program	- Known Cre	w Member	r									1	
Mishandling of Passenger Property 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Expedited Passenger Screening Program	- TSA Applic	ation Prog	Jram					1					
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies  Property - Special Handling - Damaged Items - Checked  Property - Special Handling - Damaged Items - Checked  Property - Special Handling - Missing Items - Carry-On  Property - Special Handling - Missing Items - Checked  Screening  Screening - Inconsistency  Screening - Procedures/Process  Additional Information Required/Insufficient In  Additional Information Required/Insufficient In  Civil Rights - Transgender Screening  Expedited Passenger Screening Program - DoD  1  1  1  1  1  1  1  1  1  1  1  1  1	Expedited Passenger Screening Program	- TSA PreCh	eck						1		2		2	:
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1  Persons w/ Disabilities (PWD)	Mishandling of Passenger Property	1					1							
Persons w/ Disabilities (PWD)   Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	Mishandling of Passenger Property - Dam	1												
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	Mishandling of Passenger Property - Dam	naged/Missing	ltemsC	hecked Ba	aggage		1							
Property - Special Handling	Persons w/ Disabilities (PWD)												1	
Property - Special Handling - Damaged Items - Checked	Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medi	cal Supplies								1	
Property - Special Handling - Missing Items - Carry-On	Property - Special Handling					1			1		1			
Property - Special Handling - Missing Items - Checked	Property - Special Handling - Damaged Ite	ems - Checke	ed								1			
Screening	Property - Special Handling - Missing Iten	ns - Carry-On							1					
Screening - Inconsistency	Property - Special Handling - Missing Iten	ns - Checked				1								
Screening - Procedures/Process	Screening						1		1					
2022 5 3 1 4  Additional Information Required/Insufficient Inf 1  Additional Information Required/Insufficient 1  Civil Rights 1  Civil Rights - Transgender Screening 5 1  Expedited Passenger Screening Program 4 3 1 3  Expedited Passenger Screening Program - DoD 1	Screening - Inconsistency								1					
Additional Information Required/Insufficient Int Additional Information Required/Insufficient 1  Civil Rights 1  Civil Rights - Transgender Screening 1  Expedited Passenger Screening Program 4 3 1 3  Expedited Passenger Screening Program - DoD 1	Screening - Procedures/Process						1							
Additional Information Required/Insufficier 1  Civil Rights 1  Civil Rights - Transgender Screening 1  Expedited Passenger Screening Program 4 3 1 3  Expedited Passenger Screening Program - DoD 1	2022	5	3		1	4								13
Civil Rights         1           Civil Rights - Transgender Screening         1           Expedited Passenger Screening Program         4         3         1         3           Expedited Passenger Screening Program - DoD         1         3         1         3	Additional Information Required/Insufficient In	1												
Civil Rights - Transgender Screening         1           Expedited Passenger Screening Program         4         3         1         3           Expedited Passenger Screening Program - DoD         1         3         1         3	Additional Information Required/Insufficient	1												
Expedited Passenger Screening Program 4 3 1 3 Expedited Passenger Screening Program - DoD 1	Civil Rights					1								
Expedited Passenger Screening Program 4 3 1 3  Expedited Passenger Screening Program - DoD 1						1								
Expedited Passenger Screening Program - DoD 1		4	3		1	3								1
	Expedited Passenger Screening Program		2		1	3								10

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL								2			1		3
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d				1					1
2021								1			1		2
Customer Service								1			1		2
Customer Service - TSO								1			1		2

	10.5		Contact Cent						•	AF : :	25 :		_
ories			2-Dec 01-Ja				•	5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	15	18	20	23	15	9	10	5	11	14		10	167
2019				6	4	1	5	4	6	9		5	
Advanced Imaging Technology (AIT)										1			
Advanced Imaging Technology (AIT) - Flye	er									1			
Civil Rights				1					1			1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Civil Rights - Screening of Religious Cultu	ral and Ceremon	nial Items		1									
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgende	er							1				
Customer Service				1	2					2	. 1	1	
Customer Service - Others					1								
Customer Service - TSO				1	1					2	1	1	
Locks					•		1	1			1	<u> </u>	
Locks - Missing or Damaged Lock							1	1			1		
						4	- '			0			
Mishandling of Passenger Property						1	1	2	2	2		1	1
Mishandling of Passenger Property - Dam						1	1	2	1	2			
Mishandling of Passenger Property - Disar	rrayed ItemsCa	irry-on or (	Checked						1		1	1	
Patdown				1	1		1			1	2	1	
Patdown - Flyer				1	1		1			1	2	1	
Persons w/ Disabilities (PWD)											2		
Persons w/ Disabilities (PWD) - Medically	Necessary Medi	ication and	d Medical Supp	lies							1		
Persons w/ Disabilities (PWD) - Wheelcha											1		
Property - Special Handling	iii/ occotici/ ocg	way		1	1		2	1	2	1		1	1
	0			ı	ı			ı		ı			
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Damaged Ite				1	1		2	1		1		1	
Property - Special Handling - Missing Item	is - Checked								1		1		
Screening				2					1	2	. 1		(
Screening - Procedures/Process				2					1	2			
20	4	5	5	6	3	4		1		1		1	3
Civil Rights	7		•	2	•	-				'			3
	ation												
Civil Rights - Racial Profiling or Discrimina				1									
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende			1									
Customer Service		2	1	1								1	
Customer Service - TSO		2	1	1								1	
Locks	1				1								
Locks - Missing or Damaged Lock	1				1								
Mishandling of Passenger Property		1	1	1		2					1		
Mishandling of Passenger Property - Dam	aged/Missing Ita		1	1		2					1		
			ı	ı									
Mishandling of Passenger Property - Disar	rrayed item	1											
Patdown	1	1			1								
Patdown - Flyer	1	1			1								
Persons w/ Disabilities (PWD)	I		1		1								
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								
Persons w/ Disabilities (PWD) - Wheelcha		wav	1										
Property - Special Handling	1	,	1	1		1				1	1		(
	1			ı		- 1							
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged Ite				1							1		
Property - Special Handling - Missing Item	is - Checked		1			1				1			
Screening	1	1	1	1		1		1					(
Screening - Procedures/Process	1		1	1		1		1					į
Screening - Security Breach		1											
21	3	1	2	3		4	5		5	4	. 5	4	36
Civil Rights	2	1	1	•		1							
						1							
Civil Rights - Racial Profiling or Discrimina	2	1	1			1							
Customer Service				1			1		2	2			
Customer Service - TSO	I			1			1		2	2			
Expedited Passenger Screening Program			1				2		1	1	5	2	1:
Expedited Passenger Screening Program	- TSA PreCheck		1				2		1	1		2	
Mishandling of Passenger Property	1 0,11 100110011					2	1						
	agad/Missing Ita	ma Chael	kad Daggaga				- 1						
Mishandling of Passenger Property - Dam	aged/Missing ite	mscheck	Red Baggage			2							
Mishandling of Passenger Property - Disar	rayed itemsCa	ary-on or C	эпескеа				1						
Patdown							1		1			1	
Patdown - Flyer							1		1			1	
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/traur	ma)							1				
Property - Special Handling	1									1			
Property - Special Handling - Missing Item	1												
										-			
Property - Special Handling - Missing Item	is - Checked									1			
Screening				2		1						1	
Screening - Children						1							
Screening - Procedures/Process				2								1	
22	8	12	13	8	8								4
Civil Rights			1										
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgende	er	1										
Customer Service	2		4										
Customer Service - TSO	2	- 10	4	0	0								
Expedited Passenger Screening Program	4	12	6	8	8								3
Expedited Passenger Screening Program	2	3	1										
Expedited Passenger Screening Program	2	9	5	8	8								3
Locks			1										
Locks - Missing or Damaged Lock			1										
	4												
Mishandling of Passenger Property	1												
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 1												
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 1		1										

		Т		ct Center (T									
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	7	4	2	12	8	4	3		3	9	8	5	65
2019				1	1		2		1	5	4	1	15
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der								1			1
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property							2		1		2		5
Mishandling of Passenger Property - Dan	naged/Missing I	temsCh	ecked Bag	ggage			1		1		2		4
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on	or Checked	d			1						1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged It	tems - Checked			1						1			2
Screening										1			1
Screening - Crew Member or Airline Emp	loyee									1			1
2020	2		1	3	1	2				1	1		11
Customer Service											1		1
Customer Service - TSO											1		1
Locks				1		1				1			3
Locks - Missing or Damaged Lock				1		1				1			3
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dan					1								3
Persons w/ Disabilities (PWD)	_		1		•								1
Persons w/ Disabilities (PWD) - Mobility I	T Disability (Not V	/heelch	1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged It	tems - Checked			1									1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2021	2	1	1	1		2			2	3	3	4	20
Customer Service	1		•	1			•		_	1		•	3
Customer Service - TSO	1			1						1			3
Expedited Passenger Screening Program						2			2		3	4	11
Expedited Passenger Screening Program	ı - TSA Applicat	ion Progr	ram						1				1
Expedited Passenger Screening Program						2			1		3	4	10
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domesi	tic						1						1
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dan	1 1												
Mishandling of Passenger Property - Disa		Carry-on	1										1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling		1											1
Property - Special Handling - Missing Iter	ns - Checke	1											1
2022	3	3		7	6								19
Expedited Passenger Screening Program	3	3		7	6								19
Expedited Passenger Screening Program	_		ram	- 1	1								19
Expedited Passenger Screening Program		3	uill	7	5								18
Expedited Fassenger Screening Program	3	3		- /	5								18

		T	SA Contact (										
Categories	10-Oct	11-Nov	12-Dec (	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSP	198	216	191	252	255	112	92	102	129	144	175	193	2,059
2019				43	36	55	50	54	69	62	82	88	539
Civil Rights				2	2			4	3	4	5	3	23
Civil Rights - Age									1		1		2
Civil Rights - Hair Patdowns					1							1	2
Civil Rights - National Origin					'			2					2
								1		1			2
Civil Rights - Perceived Religion	A1							1					
Civil Rights - Racial Profiling or Discrimina				1	1				2	1		2	7
Civil Rights - Screening of Religious Cultu			1S							1			1
Civil Rights - Screening of Religious or Cu								1		1			2
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transge</li> </ul>	nder		1							4		5
Customer Service				8	8	10	14	9	7	12	15	12	95
Customer Service - Others									1				1
Customer Service - TSO				8	8	10	14	9	6	12	15	12	94
Locks					4	1	2	1	5	1	2	3	19
Locks - Missing or Damaged Lock					4	1	2	1	5	1	2	3	19
Lost and Found					4	ı			5	1		3	
				2				2			1		6
Lost and Found - Airport/TSA				2				2		1	1		6
Mishandling of Passenger Property				11	4	8	6	8	14	10	14	16	91
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	ırry-on Lugga	ge				1			3	2	6
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	iecked Βας	7	4	5	5	6	12	5	11	10	65
Mishandling of Passenger Property - Dam	aged/Missing	ItemsUn	specified Luc	ggage		1							1
Mishandling of Passenger Property - Disa				4		2	1	1	2	5		4	19
Patdown	,,	<i>y</i>			2	3	4	2	6	2	3	5	27
						0			1		0	1	
Patdown - Children							1						3
Patdown - Flyer					2	3	3	2	5	1	2	3	21
Patdown - Flyer as Observer											1	1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				2	3	4	4	6	2	6	8	5	40
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			1
Persons w/ Disabilities (PWD) - Cancer (c	eneral) Not B	reast Can	cer							1			1
Persons w/ Disabilities (PWD) - Cognitive							1						1
Persons w/ Disabilities (PWD) - Diabetes		itai / Worita	Dioability				'	3	1	2		1	7
Persons w/ Disabilities (PWD) - General								3	1			1	
											1		1
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Internal M										1			1
Persons w/ Disabilities (PWD) - Medical D							1						1
Persons w/ Disabilities (PWD) - Medically	Necessary N	edication a	and Medical	Supplies			1				3	1	5
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)					1		1					2
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	ir or Scoot	1	1				1		2	2	7
Persons w/ Disabilities (PWD) - Respirato	rv and Inhale	Equipmen	nt			1							1
Persons w/ Disabilities (PWD) - Touch Av							1			1		1	3
Persons w/ Disabilities (PWD) - Visual Im		aarria)			1								1
		00111011		- 4	1	2		1			1		6
Persons w/ Disabilities (PWD) - Wheelcha		egway		1	- 1	2		1					
Persons w/ Disabilities (PWD) - Wounded	Warrior										1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sha	arp Objects	S							1			1
Property - Special Handling				13	5	17	10	14	21	16	18	15	129
Property - Special Handling - Damaged Ite	ems - Carry-C	n		2					1	2	2		7
Property - Special Handling - Damaged Ite	ems - Checke	d		4		6		3	4	4	6	5	32
Property - Special Handling - Missing Item				5	3	4	3	5	4	2		2	28
Property - Special Handling - Missing Item				2	2	7	7	6	12	8	10	8	62
Request for Assistance	io Onconou					•	1		12	1	10		2
Request for Assistance - Other										- 1			
	(14011000)						1						1
Request for Assistance - Wounded Warrio	or (MSIJSOC)									1			1
Screening				5	8	12	9	8	11	8	16	29	106
Screening - Children									1				1
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - Inconsistency						1			1			1	3
Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process				3	6	8	8	3	7	6	10	19	70
Screening - Retrieving Abandoned/Confis	cated Items									1	1		2
Screening - Security Breach							1						1
2020	75	58	55	63	63	25	3	9	8	17	28	16	420
							3						
Civil Rights Age	5	4	2	3	4	1		1	1	2	3	3	29
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns				1						1		1	3
Civil Rights - National Origin	1					1					2		4
Civil Rights - Racial Profiling or Discrimina	2	4	2	1				1	1	1	1	2	15
Civil Rights - Sex/Gender/Gender Identity	2			1	2								5
Civil Rights - Transgender Screening					1								1
Customer Service	14	7	14	12	12	5		3		3	4	1	75
Customer Service - Others		2	1-1	12	1			1		<u> </u>	-T		4
	4.4	5	4.4	40		-		2		^		1	
Customer Service - TSO	14		14	12	11	5				3		1	71
Locks	3	2	1	3	3	1	1	1	1		1		17
Locks - Missing or Damaged Lock	3	2	1	3	3	1	1	1	1		1		17
Lost and Found	4	6	2	4	1	2				1			20
Lost and Found - Airport/TSA	4	6	2	4	1	2				1			20
Mishandling of Passenger Property	14	8	14	13	16	8		1	2	1	8	2	87
Mishandling of Passenger Property - Dam	1	1	3	3	2				1				11
Mishandling of Passenger Property - Dam		7	9	9	10	5		1		1	8	1	64
Mishandling of Passenger Property - Disa			2	1	4	3			1		0	1	12
Patdown	-		4	5	2	J	1		- 1			1	19
	3	4											
Patdown - Flyer	3	3	3	5	2		1						17
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer		1											1

ories					•	- FOIA							
	10-Oct 11-N	ov 1	12-Dec 01-J	an 02	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	2	6	1	1	3	2				1	1	2	19
Persons w/ Disabilities (PWD) - Breast Ca		1											•
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	1											
Persons w/ Disabilities (PWD) - Cognitive	1	1											2
Persons w/ Disabilities (PWD) - Diabetes						2						1	
Persons w/ Disabilities (PWD) - Internal M	ledical Devices		1	1							1		
Persons w/ Disabilities (PWD) - Medical D	evices - Attached	to the E	3ody		1								
Persons w/ Disabilities (PWD) - Medically	1				1					1		1	
Persons w/ Disabilities (PWD) - Mobility D	isability (Not Whe	elchair	or Scooter)		1								
Persons w/ Disabilities (PWD) - Prosthesis		1	,										
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Wheelcha		1											
Property - Special Handling	12	14	9	14	11	2		2	3	4	7	4	82
Property - Special Handling - Damaged Ite		5		3					- 0		2		10
Property - Special Handling - Damaged It		2	1	3	1				2	2			1
Property - Special Handling - Missing Item		3	1	3	2							2	1
		4	7			0		2	1	0	4		
Property - Special Handling - Missing Item		-4		5	8	2			I I	2	4		4
Request for Assistance	2									1			
Request for Assistance - Other	2									1			
Screening	16	7	8	8	11	4	1	1	1	4	4		6
Screening - Inconsistency				1						1	1	1	
Screening - Lengthy Lines	4	1	1	2	2								1
Screening - Procedures/Process	11	6	6	4	9	4	1	1	1	3	3	3	5
Screening - Retrieving Abandoned/Confis	1		1										
Screening - Security Breach				1									
021	21	15	13	12	18	32	39	39	52	65	65	89	46
Advanced Imaging Technology (AIT)			1			72	33	55	V2				40
	or .		1										
Advanced Imaging Technology (AIT) - Fly	31		1										
Airline								1					
Airline - Lost Baggage								1					
Civil Rights	2	1			1			1		2			1
Civil Rights - Racial Profiling or Discrimina								1			2	1	
Civil Rights - Sex/Gender/Gender Identity-	· Not Trans	1			1					1			
Civil Rights - Transgender Screening										1			
Customer Service	6	1	5	3	7	4	7	5	9	10	10	8	7
Customer Service - Others					-		•					1	•
Customer Service - TCC					1								
				0		-	7		0	40			
Customer Service - TSO	6	1	5	3	6	4	7	5	9	10	10	7	7
DHS TRIP						1							
DHS TRIP - General						1							
Expedited Passenger Screening Program			3		3	15	16	16	26	35	37	59	210
Expedited Passenger Screening Program	- Known Crew Me	mber									1		
Expedited Passenger Screening Program	- TSA Application	Proξ	1			1	5	1	3	1	3	8	2
Expedited Passenger Screening Program	- TSA PreCheck		2		3	14	11	15	23	34	33	51	18
General Aviation				1									
General Aviation - General				1									
Identification (ID) Requirements				1			1		1	1			
Identification (ID) Requirements - Domesti	C			1			1			1			
Identification (ID) Requirements - Real ID				'			'		1	'			
Locks	2						1	1	- 1	1			
							ı			- 1			
Locks - General								1					
Locks - Missing or Damaged Lock	2						1			1			
Lost and Found					1		1	1					
Last and Caused Aims and/TCA													
Lost and Found - Airport/TSA					1		1	1					
Mishandling of Passenger Property	3	5		4	1		1 2	1			3		
·	3 1	5		4 2				1			3		1
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1			2			2	1					1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1	5			1			1			2		1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 1			2	1		2	1					1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 1			2	1		2	1			2	1	,
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	1 1	5		2	1		2	1			2		,
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties	1 1 1	5		2	1		2	1			2	1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	1 1 1	5 1 1		2	1		2				2	1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	1 1 1	5	1	2	1	1	2	1	2	4	2	1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	1 1 1	5 1 1	1	2	1	1	2		2 1	4	2	1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	1 1 1	5 1 1	1	2	1	1	2			4	2 1	1 1 2 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General	1 1 1	5 1 1	1	2	1		2	1	1		2 1	1 1 2 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	1 1 1	5 1 1		2	1		2	1	1	3	4 3	1 1 2 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General	1 1 1	1 1 1		2	1 1 1	1	2	1	1	3	2 1	2 1 1	1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD)	1 1 1	5 1 1		2	1		2 2	1	1	3 1	4 3	1 1 2 1	1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 1 1	1 1 1		2	1 1 1 1	1	2	1	1 1	3	4 3	2 1 1	1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	1 1 1	1 1 1		2	1 1 1	1	2 2	1	1	3 1 2 1	4 3	2 1 1	1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	1 1 1 al 4 mpairment	1 1 1		2	1 1 1 1	1	2 2	1	1 1	3 1	4 3	2 1 1	1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1		2	1 1 1 1	1	2 2	1	1 1	3 1 2 1	4 3	2 1 1	1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1		2	1 1 1 1	1	2 2	1	1 1	3 1 2 1	4 3	2 1 1	1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical I	al  mpairment 2 Necessary	1 1 1 1		2	1 1 1 1	1	2 2	1	4	3 1 2 1	4 3	1 1 2 1 1	1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical I	al  A  mpairment 2  Necessary olants (joint)	1 1 1 1		2	1 1 1 1	1	2 2	1 1	4	3 1 2 1	4 3	1 1 2 1 1	1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Medically	al  A  mpairment  Necessary elants (joint)  1	1 1 1 1		2	1 1 1 1	1	2 2	1 1	4	3 1 2 1	4 3	1 1 2 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Imp	al  A  mpairment 2  Necessary olants (joint) 1 s/Amputees and C	1 1 1 1		2	1 1 1 1	1	2 2	1 1	4	3 1 2 1	4 3	1 1 2 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av	al  A  mpairment 2  Necessary slants (joint) 1 s/Amputees and C 1	5 1 1 1 1 1 1 Casts		2	1 1 1 1	1	2 2 1	1 1	1 1 1 1	3 1 2 1	4 3	1 1 2 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Nobility Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	al  A  mpairment 2  Necessary slants (joint) 1 s/Amputees and C 1	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2	1 1 1	1 1 1 1 2	3 1 2 2 1 1	4 3	1 1 2 1	1 1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	al  A  mpairment 2  Necessary  olants (joint) 1 s/Amputees and C 1 air/ Scooter/ Segwa	5 1 1 1 1 1 1 Casts		2	1 1 1 1	1	2 2 1	1 1	1 1 1 1	3 1 2 1 1 1	4 3	1 1 2 1 1	1 1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	al  A  mpairment 2  Necessary  olants (joint) 1 s/Amputees and C 1 air/ Scooter/ Segwa	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2 1	1 1 1	1 1 1 1 2	3 1 2 2 1 1	4 3	1 1 2 1	1 1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch AV	al  A  mpairment  2  Necessary  plants (joint)  1  s/Amputees and C  1  air/ Scooter/ Segwa	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2 1	1 1 1	1 1 1 1 2	3 1 2 1 1 1	4 3	1 1 2 1	1 1 1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Medical [ Persons w/ Disabilities (PWD) - Nobility [ Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items	al  A  mpairment  2  Necessary  plants (joint)  1  s/Amputees and C  1  air/ Scooter/ Segwa	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2 1	1 1 1	1 1 1 1 2 2 1	3 1 2 1 1 1	4 3	1 1 2 1	1 1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Touch AV Persons w/ Disabilities (PWD) - Touch AV Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - Beauty & G Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Food/Beve	1 1 1 1 1 al  In the second of	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2 1	1 1 1	1 1 1 1 2 2 1	3 1 2 1 1 1	4 3	1 1 2 2 1 1 1 2 2	1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Children Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility In Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wobelche Prohibited & Permitted Items - Beauty & G Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - General Prohibited & Permitted Items - General	1 1 1 1 1 al  In the second of	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2 1	1 1 1	1 1 1 1 2 2 1	3 1 2 1 1 1	4 3	1 1 2 1	11 11 11 11 11 11 11 11 11 11 11 11 11
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing It Persons w/ Disabilities (PWD) - Medical It Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - Beauty & G Prohibited & Permitted Items - Food/Beve Prohibited & Permitted Items - Food/Beve	1 1 1 1 1 al  In the second of	5 1 1 1 1 1 1 Casts	1	2	1 1 1 1	1 1 1	2 2 1	1 1 1	1 1 1 1 2 2 1	3 1 2 1 1 1	4 3 1	1 1 2 2 1 1 1 2 2 2 2	111111111111111111111111111111111111111

atogorios	40.0-4	44 N	42 D	04 !	02 E-5	02 14	04 4	OE Mar.	06 1	07 11	Λο Α	00.0	Total
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite		1		1			1			2			4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		1	1			3	2		3	1 2	1	1	1
Request for Assistance	2	ı	ı			3		1	3		1	1	
Request for Assistance - Other												1	
Screening	2	2	1	2	3	5	3	6	5	4	5		4
Screening - Inconsistency					2						1		
Screening - Lengthy Lines						2	2	1	1			2	
Screening - Procedures/Process	2	2	1	2	1	3	1		4	4	3		3
Screening - Retrieving Abandoned/Confisc	ated Items							1			1		
2022	102	143	123	134	138								64
Additional Information Required/Insufficient Info	ormation	1											
Additional Information Required/Insufficien	t Informatic	1											
Airline			1										
Airline - Policy/Regulations/Service			1										
Civil Rights	2	2	2		2								
Civil Rights - Age	1												
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										
Civil Rights - Hair Patdowns		1											
Civil Rights - Racial Profiling or Discrimina	1	1			1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender	4		1								
Civil Rights - Transgender Screening Claims			1 1										
Claims - Status			1										
Customer Service	10	11	4	11	4								4
Customer Service - CSM	10	- 11	4	1									7
Customer Service - Others				2									
Customer Service - TSO	10	11	4	8	4								3
Expedited Passenger Screening Program	72	107	92	100	117								48
Expedited Passenger Screening Program		1			1								
Expedited Passenger Screening Program	2	13	6	7	5								3
Expedited Passenger Screening Program	70	93	86	93	111								45
Hazardous Materials Safety		1		1									
Hazardous Materials Safety - General		1		1									
Lost and Found					2								
Lost and Found - Airport/TSA					2								
Mishandling of Passenger Property		2		2	4								1
Mishandling of Passenger Property - Dama		-		1	1								
Mishandling of Passenger Property - Dama		1	2	1	2								
Mishandling of Passenger Property - Disar	rayed Item	1			1								
No Jurisdiction		1		1									
No Jurisdiction - No Referral No Jurisdiction - Refer to CBP				1									
	3	6	2	4	2								
Patdown Patdown - Flyer	1	4	2	4	2								
Patdown - Flyer as Observer	2	2											
Persons w/ Disabilities (PWD)	4	4	3	3	1								1
Persons w/ Disabilities (PWD) - Autism Sp				1									
Persons w/ Disabilities (PWD) - Cognitive		1	1										
Persons w/ Disabilities (PWD) - Diabetes				2									
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	1		1								
Persons w/ Disabilities (PWD) - Prosthesi	1	1											
Persons w/ Disabilities (PWD) - Respirato	1												
Persons w/ Disabilities (PWD) - Wheelcha	2	1											
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Breast Milk		1											
Property - Special Handling	5	1	7	4	2								
Property - Special Handling - Damaged Ite	1		3		1								
Property - Special Handling - Damaged Ite	1		1	1	1								
Property - Special Handling - Missing Item	3		1	2									
Property - Special Handling - Missing Item		1	2	1									
Screening Screening - Inconsistency	6	6	9	8	4								;
Screening - inconsistency	2	1		1	1								
			_	_									
Screening - Lengthy Lines Screening - Procedures/Process	1	1 4	5	3	3								1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aua	09-Sep	Total
MSS		1										1	2
2019												1	1
Screening												1	1
Screening - Security Breach												1	1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	104	111	102	131	130	86	83	104	94	105	97	70	1,217
2019	10-1			39	32	44	57	73	51	46	45	38	425
Civil Rights				1	1	2	2	3	2	1		5	17
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina	ation					1	2	2	1			3	9
Civil Rights - Sex/Gender/Gender Identity-		ender		1	1			1	1	1			5
Customer Service				11	7	11	19	24	15	5	10	7	109
Customer Service - Others						1							1
Customer Service - TSO				11	7	10	19	24	15	5	10	7	108
Locks				2		4	4	2	5	4	1	1	23
Locks - Missing or Damaged Lock				2		4	4	2	5	4	1	1	23
Lost and Found						3			2		1	1	7
Lost and Found - Airport/TSA						3			2		1	1	7
Mishandling of Passenger Property				8	12	6	13	14	8	14	11	7	93
Mishandling of Passenger Property - Dam							1		1	2	2	1	7
Mishandling of Passenger Property - Dam					9	5	11	11	6	9	8	5	72
Mishandling of Passenger Property - Dam					1		1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d	2	1		3	1	3	1	1	12
Patdown					2		2	2	4	3	2	1	16
Patdown - Flyer					2		2	1	4	3	2	1	15
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				3	1	9	5	7	2	2	4	2	35
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability							1	1		2
Persons w/ Disabilities (PWD) - Diabetes				1		1					1	1	4
Persons w/ Disabilities (PWD) - General				1		1	2						4
Persons w/ Disabilities (PWD) - Hearing II								1					1
Persons w/ Disabilities (PWD) - Internal M			ъ .						1				1
Persons w/ Disabilities (PWD) - Medical D					1								1
Persons w/ Disabilities (PWD) - Medically		/ledication	and Medic	al Supplies		3	1				1		5
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D				er)		1		2					3
Persons w/ Disabilities (PWD) - Respirato		r Equipm	ent						1				1
Persons w/ Disabilities (PWD) - Service A						1		1					2
Persons w/ Disabilities (PWD) - Touch Av				1		1					1	1	4
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ 3	segway					2	2		1			5
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Remains				4.4	7		7		1	40	40	4.4	1
Property - Special Handling		<b>&gt;</b>		14	7	5	7	9	6	13	10	11	82
Property - Special Handling - Damaged Ite				3	1	1	1	2	1	0	0	0	9
Property - Special Handling - Damaged Ite				4	2	0	3	2	4	2	2	3	18
Property - Special Handling - Missing Item				5	- 4	2	1	2	1	2	3	4	20
Property - Special Handling - Missing Item	is - Checked			2	4	2	5	3	6	9	5 6	4	35
Screening Inconsistency					2	1	5	12	б	4	б	3	42
Screening - Inconsistency						1		4			1		6
Screening - Lengthy Lines Screening - Procedures/Process					2	2	5	7	6	4	3	2	31
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confise	oatad Itama						5	- 1	0	4	1		1
Screening - Retrieving Abandoned/Comisi	cated items										1	1	2
2020	54	50	42	36	39	32	5	7	12	18	16	10	321
Civil Rights	5	2	2	1	1	- J_				2	10	10	13
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	1	1	1	1	1					2			7
Civil Rights - Sex/Gender/Gender Identity	3		1										4
Customer Service	11	10		5	9	1	1		1	7		2	57
Customer Service - Others			1		<u> </u>								1
Customer Service - TSO	11	10	9	5	9	1	1		1	7		2	56
Locks	6	2		1	1			1			1		13
Locks - Missing or Damaged Lock	6	2		1	1			1			1		13
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	9	10	10	13	14	9	1	2	4	2	3	1	78
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	gage	1				1				2
Mishandling of Passenger Property - Dam	7	9	8	12	13	7		2	3	2	2	1	66
Mishandling of Passenger Property - Disa	2	1	2	1		2	1				1		10
Patdown	1		2	2	1					1			7
Patdown - Flyer	1		2	2	1					1			7
Persons w/ Disabilities (PWD)	3	5	1	1	1	1			1	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1							1			2
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medic	al Supplies								1	1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	1											1
Persons w/ Disabilities (PWD) - Mobility D	1	1											2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	1											1
Persons w/ Disabilities (PWD) - Service A									1		1	1	3
Persons w/ Disabilities (PWD) - Touch Av				1									1
Persons w/ Disabilities (PWD) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1			1								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication	/Prescriptio	1											1
Property - Special Handling	6	8		8	8	16	3	2	6	1	8	3	79
Property - Special Handling - Damaged Ite	ems - Carry	1	1	1	1	1					2	1	8

			TSA Cor	ntact Cente	er (TCC	c) Data Tool	- FOIA							
egories	10-Oct	11-Nov	12-De	c 01-Ja	n 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	1	3		2	2			•		1				9
Property - Special Handling - Missing Item	1	1		2	4	2	4		1	2		1		18
Property - Special Handling - Missing Item	4	3		5	1	5	11	3	1	3	1	5		44
Screening	13	11		6	5	4	5		2		4	3	2	55
Screening - Inconsistency		1		1										2
Screening - Lengthy Lines	1	3		1										5
ŭ ,		6			_	4			0		4			
Screening - Procedures/Process	12			4	5	4	5		2		4	3	2	47
Screening - Security Breach		1												1
2021	11	11		6	12	11	10	21	24	31	41	36	22	236
Civil Rights							1	1	1	2	1	3		9
Civil Rights - Constitutional Rights									1					1
Ü	Al								'	0	4			
Civil Rights - Racial Profiling or Discrimina										2	1	2		5
Civil Rights - Sex/Gender/Gender Identity-	Not Transge	nder					1	1				1		3
Customer Service	2	2		3	3	2	4	2	4	7	9	7	3	48
Customer Service - Others									1					1
Customer Service - TSO	2	2		2	2	0	4	2		7	0			
	2	2		3	3	2	4	2	3	7	9	7		47
Expedited Passenger Screening Program				1	2	3	3	8	10	11	20	18	13	89
Expedited Passenger Screening Program	<ul> <li>TSA Applica</li> </ul>	ation Pro	gram		1	2	1		1	1		2		8
Expedited Passenger Screening Program				1	1	1	2	8	9	10	20	16	12	80
			o Ont In			•							1	1
Expedited Passenger Screening Program	- 13A/DH3 E	прюуее	s - Opt II	ı										
Identification (ID) Requirements									1					1
Identification (ID) Requirements - Domesti	С								1					1
Locks						1								1
						1								- '
Locks - Missing or Damaged Lock														1
Mishandling of Passenger Property	2	3		2	4	1		1				1	1	15
Mishandling of Passenger Property - Dam	aged/Missii	1		1	1	1							1	5
Mishandling of Passenger Property - Dam		1		1	3	-		1				1	<u>.</u>	9
				1	J			I						
Mishandling of Passenger Property - Disar	rayed Item	1												1
No Jurisdiction												1		1
No Jurisdiction - Refer to Other												1		1
Patdown									1				2	3
Patdown - Flyer									1				2	3
Persons w/ Disabilities (PWD)		1			1				1	1	2	2		8
Persons w/ Disabilities (PWD) - Diabetes										1		1		2
` '	`	i / N /	1							- '				
Persons w/ Disabilities (PWD) - Diapers/G												1		1
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ched to the	he Body		1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	1												1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	nair or Sc	noter)							1			1
		VVIICEICI	iali di 30	ooter)										
Persons w/ Disabilities (PWD) - Service A	nimais								1		1			2
Prohibited & Permitted Items					1	1				1	1			4
Prohibited & Permitted Items - Electronic I	Devices				1									1
Prohibited & Permitted Items - Food/Bever										1				1
	-													
Prohibited & Permitted Items - Liquids/Gel						1					1			2
Property - Special Handling	6	3				1	1	5	1	6	2	2	2	29
Property - Special Handling - Damaged Ite	1	1								3	1			6
Property - Special Handling - Damaged Ite	2	2				1		2		2	1	1	1	12
						ı					- '			
Property - Special Handling - Missing Item	1													1
Property - Special Handling - Missing Item	2						1	3	1	1		1	1	10
Screening	1	2			1	2	1	4	5	3	6	2	1	28
Screening - Inconsistency						2			1			1		4
ů ,										0	2		4	
Screening - Lengthy Lines									2	2	3	1	1	9
Screening - Procedures/Process	1	2			1		1	4	2	1	3			15
2022	39	50	)	54	44	48								235
Airline				1										1
														- 1
Airline - Policy/Regulations/Service				1										1
Civil Rights	2	1												3
Civil Rights - Racial Profiling or Discrimina	2													2
Civil Rights - Transgender Screening		1												1
ŭ ŭ				2	2	A								
Customer Service	2	3		3	2	4								14
Customer Service - TSO	2	3		3	2	4								14
Expedited Passenger Screening Program	28	36		44	36	40								184
Expedited Passenger Screening Program		1			1	-								2
				2		4								
Evnedited Dassanger Carachina Dra		1		2		1								7
Expedited Passenger Screening Program	3			41	35	39								173
Expedited Passenger Screening Program Expedited Passenger Screening Program	24	34		71	55	00								2
Expedited Passenger Screening Program		34		1	55	00								
Expedited Passenger Screening Program Expedited Passenger Screening Program	24	34		1	33									2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	24	34		1 2	33	00								
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	24	34		1	33									2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	24	34		1 2	33	1								2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found	24	34		1 2	33									2 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	24			1 2		1								2 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	24 1	1		1 2	1	1								2 1 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	24 1	1		1 2 2		1 1								2 1 1 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	24 1	1		1 2	1	1								2 1 1 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam- Patdown	24 1	1		1 2 2	1	1 1								2 1 1 2 2 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	24 1	1 1 1		1 2 2	1	1 1								2 1 1 2 2 3 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer	24 1	1 1 1		1 2 2	1	1 1 1								2 1 1 2 2 2 3 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	24 1	1 1 1 1		1 2 2	1	1 1								2 1 1 2 2 3 3 2 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer	24 1	1 1 1		1 2 2	1	1 1 1								2 1 1 2 2 3 3 2 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	24 1 aged/Missii	1 1 1 1 1		1 2 2	1	1 1 1								2 1 1 2 2 3 2 1 4
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically	24 1 1 aged/Missii 1 eneral) Not Necessary	1 1 1 1		1 2 2	1	1 1 1								2 1 1 2 2 3 2 1 4 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam- Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi	24 1 aged/Missin 1 eneral) Not Necessary	1 1 1 1 1 2 1		1 2 2	1	1 1 1 1 1								2 1 1 2 2 3 3 2 1 4 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons W Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av	24 1 aged/Missin 1 eneral) Not Necessary	1 1 1 1 1 2 1		1 2 2	1	1 1 1								2 1 1 2 2 3 3 2 1 4 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam- Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi	24 1 aged/Missin 1 eneral) Not Necessary	1 1 1 1 1 2 1		1 2 2	1	1 1 1 1 1								2 2 1 1 1 2 2 3 3 2 2 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items	24 1 1 aged/Missir 1 eneral) Not Necessary 1 ersion (pain/tr 1	1 1 1 1 1 2 1		1 2 2	1	1 1 1 1 1								2 1 1 2 2 2 3 3 2 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items	24 1 1 aged/Missil 1 eneral) Not Necessary 1 ersion (pain/tr 1 1	1 1 1 1 2 1 1 1		1 2 2 1 1 1 1	1 1	1 1 1 1 1								2 1 1 1 2 2 2 3 3 3 2 2 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Ave Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	24 1 1 aged/Missin 1 eneral) Not Necessary 1 ersion (pain/tr 1 1	1 1 1 1 1 2 1		1 1 1 1	1 1 1	1 1 1 1 1								2 1 1 2 2 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items	24 1 1 aged/Missil 1 eneral) Not Necessary 1 ersion (pain/tr 1 1	1 1 1 1 2 1 1 1		1 2 2 1 1 1 1	1 1	1 1 1 1 1								2 1 1 1 2 2 2 3 3 3 2 2 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling	24 1 1 aged/Missii 1 eneral) Not Necessary 1 ersion (pain/tr 1 1 4 1	1 1 1 1 2 1 1 1		1 1 1 1	1 1 1	1 1 1 1 1								2 1 1 2 2 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Aw Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missin  1 eneral) Not Necessary 1 ersion (pain/tr 1 1 4 1 1	1 1 1 1 2 1 1 1 rauma)		1 1 1 1	1 1 1 3 2	1 1 1 1 1								2 2 1 1 1 1 2 2 2 3 3 2 2 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling	aged/Missin  1 eneral) Not Necessary 1 ersion (pain/ti 1 1 4 1 1s - Carry-C	1 1 1 1 2 1 1 1		1 1 1 1	1 1 1	1 1 1 1 1								1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	1	3	1	2	1								8
Screening - Inconsistency			1										1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	3		2									6

egories	10-Oct 11	-Nov 1:	2-Dec (	01-Jan	02-Feb	03-Mar	04-Apr 05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
TJ	5	5	9	24	13	2	3			4	5	
2019	_			1		1	1				1	
Civil Rights											1	
Civil Rights - Headwear											1	
Customer Service				1		1					- '	
Customer Service - TSO				1		1						
				1								
Property - Special Handling	Observations						1					
Property - Special Handling - Missing Iter	1	_			_		1					
2020	2	3	1	2	2						1	
Civil Rights		1										
Civil Rights - Racial Profiling or Discrimin	ation	1										
Customer Service	1			1	1							
Customer Service - TSO	1			1	1							
Patdown			1		1							
Patdown - Flyer			1		1							
Property - Special Handling				1							1	
Property - Special Handling - Damaged It	ems - Checked										1	
Property - Special Handling - Missing Iter				1								
Screening	1	2										
Screening - Lengthy Lines	'	1										
	1	1										
Screening - Procedures/Process												
2021	2	1		1	5	1	2			4	3	
Civil Rights	L						1					
Civil Rights - Sex/Gender/Gender Identity	1	ler					1					
Customer Service	2				2							
Customer Service - TSO	2				2							
Expedited Passenger Screening Program										2	3	
Expedited Passenger Screening Program	- TSA PreChec	k								2	3	
Mishandling of Passenger Property					2							
Mishandling of Passenger Property - Dan	naged/Missing It	emsCarry	-on Lugga	ge	1							
Mishandling of Passenger Property - Dan	naged/Missing It	emsChec	ked Bagga	age	1							
Patdown			- 55	J			1					
Patdown - Flyer							1					
Persons w/ Disabilities (PWD)				1								
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not W	heelchair (	or Scoot	1								
Prohibited & Permitted Items	Isability (NOT W	riceichail (	00000	'						1		
	\ \ -											
Prohibited & Permitted Items - Sporting G	oods									1		
Property - Special Handling		1								1		
Property - Special Handling - Missing Iter	ns - Checke	1								1		
Screening					1	1						
Screening - Inconsistency					1							
Screening - Procedures/Process						1						
2022	1	1	8	20	6							
Customer Service		1	2	3	2							
Customer Service - TSO		1	2	3	2							
Expedited Passenger Screening Program			5	11	3							
Expedited Passenger Screening Program	I DoD		1									
Expedited Passenger Screening Program		on Proc	2									
Expedited Passenger Screening Program			2	4.4	3							
	I - TSA PIECHEC	K		11	3							
Mishandling of Passenger Property	1/2 4:		1									
Mishandling of Passenger Property - Dan	naged/Missing It	emsC	1									
Patdown				1								
Patdown - Children				1								
Persons w/ Disabilities (PWD)				1								
Persons w/ Disabilities (PWD) - Diabetes				1								
Property - Special Handling				1								
Property - Special Handling - Damaged It	ems - Carry-On			1								
Screening	1			3	1							
Screening - Inconsistency				2								
· · · · · · · · · · · · · · · · · · ·					1							
Screening - Lengthy Lines												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY									1	2	1	2	6
2019									1	1			2
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Screening									1				1
Screening - Procedures/Process									1				1
2020												2	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service	Animals											1	1
Screening												1	1
Screening - Retrieving Abandoned/Confis	cated Items	5										1	1
2021										1	1		2
Expedited Passenger Screening Program										1	1		2
Expedited Passenger Screening Program	- TSA Pre(	Check								1	1		2

			I SA CUIILA	ct Center (	icc, Data	1001 - 1 012							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA		1		1				1		1			4
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d				1					1
2020		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service	Animals	1											1
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program	n - TSA PreC	Check								1			1
2022				1									1
Customer Service				1									1
Customer Service - TSO				1									1

Categories	40.0-4	44 Nau		act Center (T				OF Mass	00 1	07 1	00 4	00 0	Total
		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	30	22	2 2		19	13	14	26	40	36			290
2019				5	4	9	7	16	17	11	11	7	87
Civil Rights					1	2							3
Civil Rights - Hair Patdowns	otion				1	1							2
Civil Rights - Racial Profiling or Discrimina Customer Service	auon I			2	- 4	1	- 1	1	2	2			1
Customer Service - TSO				2	1 1	1 1	1 1	1 1	3	3			12
					1	ı		1	3	3			12
Locks Missing or Domogod Lock				2								2	5
Locks - Missing or Damaged Lock				2				1	-			2	5
Lost and Found									1				1
Lost and Found - Airport/TSA					-	0			1	0			1
Mishandling of Passenger Property		14			1	2	5	5	3	2	2		22
Mishandling of Passenger Property - Dam					-	0	1		0	0		1	2
Mishandling of Passenger Property - Dam					1	2	3	5	2	2	2	1	18
Mishandling of Passenger Property - Disa	irrayed items- I	-Carry-oi	n or Check	ea			1		1				2
Patdown							1	3	1		3		8
Patdown - Flyer							1	3	1		2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								1	3	2		1	8
Persons w/ Disabilities (PWD) - Autism S										1			1
Persons w/ Disabilities (PWD) - Internal N												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary N	ledicatio	n and Med	ical Supplies				1	1				2
Persons w/ Disabilities (PWD) - Mobility [				oter)					1		1		2
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees a	nd Casts	S						1	1			2
Property - Special Handling					1	3		3	3	2	4	2	18
Property - Special Handling - Damaged Ite										1			1
Property - Special Handling - Damaged It						2		1	2		1		6
Property - Special Handling - Missing Iten					1	1		2	1	1	3	2	11
Screening				1		1		2	3	2			10
Screening - Crew Member or Airline Empl	loyee								1				1
Screening - Lengthy Lines	Ĺ					1							1
Screening - Procedures/Process				1				1	2	2	1		7
Screening - Security Breach								1					1
2020	8	7	,	8	4	1	1	'	2	3	5	3	42
Customer Service	3	1		2							2		8
Customer Service - Others	3			1									1
Customer Service - TSO	3	1		1							2		7
Locks	3			2									2
Locks - Missing or Damaged Lock				2		4							2
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	2			1	2				1		2		10
Mishandling of Passenger Property - Dam	2			1	2				1		2	2	10
Patdown		2			1				1	1			5
Patdown - Flyer		2			1				1	1			5
Property - Special Handling	1	1		3	1		1				1	1	9
Property - Special Handling - Damaged It													1
Property - Special Handling - Damaged It							1						1
Property - Special Handling - Missing Iten		1		3	1						1	1	7
Screening	2	3	3							2			7
Screening - Crew Member or Airline Empl	loyee									1			1
Screening - Procedures/Process	2	3	3							1			6
2021	5	3	3	3	1	3	6	10	21	22	6	16	96
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1			3	4
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimina	ation											2	2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder										1	1
Claims							1						1
Claims - General							1						1
Customer Service				- 4				2	9	5	1	3	23
Customer Service - CSM		1		1				3					1
Customer Service - Others		1		1				3		1			
Customer Service - TSO		1		1				3	2	1			
									2			3	2
Expedited Passenger Screening Program		1		1		1	1	3	7	4	1	3	2 20
Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreCh	1					1	3	7 6	4 12	1	8	2 20 32
Expedited Passenger Screening Program	- TSA PreCh	1 eck				1	1	3	7	4	1	8	2 20 32 32
Expedited Passenger Screening Program Locks	- TSA PreCh	1 eck 1						3	7 6	4 12	1	8	2 20 32 32 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock		1 eck		1	1			3 3 3	7 6	4 12 12	1 1 1	8	2 20 32 32 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2	1 eck 1		1	1			3	7 6	4 12	1 1 1	8	2 20 32 32 1 1 6
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 naged/Missing	1 eck 1		1	1 1			3 3 3	7 6	4 12 12	1 1 1	8	2 20 32 32 1 1 6 2
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 naged/Missing	1 eck 1		1				3 3 3	7 6	4 12 12	1 1 1	8	2 20 32 32 1 1 6 2
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 naged/Missing	1 eck 1		1				3 3 3	7 6	4 12 12	1 1 1	8	2 20 32 32 1 1 6 2 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	2 naged/Missing	1 eck 1		1				3 3 3	7 6	4 12 12	1 1 1	8 8	2 20 32 32 1 1 6 2 3 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	2 naged/Missing 1	1 eck 1		1				3 3 3	7 6 6	4 12 12	1 1 1	8 8	2 20 32 32 1 1 6 2 3 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown	2 naged/Missing 1 1	1 eck 1		1				3 3 3	7 6 6	4 12 12	1 1 1	8 8	2 20 32 32 1 1 6 2 3 1 1 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer	2 naged/Missing 1	1 eck 1		1				3 3 3	7 6 6	4 12 12	1 1 1	8 8	2 20 32 32 1 1 6 2 3 1 1 1 1 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer	2 naged/Missing 1 1	1 eck 1		1		1	1	3 3 3 1 1	7 6 6	4 12 12 1 1	1 1 1 1 1	8 8	2 20 32 32 1 1 6 2 3 1 1 1 1 3 2
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	2 aged/Missing 1 1 1	2 deck 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	l Larry-on Lu	1				3 3 3 1	7 6 6	4 12 12	1 1 1 1 1	8 8	2 20 32 32 1 1 6 2 3 1 1 1 1 3
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (6	2 naged/Missing 1 1 1 1 general) Not B	1 ltemsC	Carry-on Lu	1 1 ig 1		1	1	3 3 3 1 1	7 6 6	12 12 12 1 1	1 1 1 1	8 8	2 20 32 32 1 1 6 2 3 1 1 1 1 1 3 2 1 1
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Medically	aged/Missing 1 1 1 1 speneral) Not B	1 ltemsC	Carry-on Lu	1 1 ig 1		1	1	3 3 3 1	7 6 6	4 12 12 1 1	1 1 1 1	8 8	2 20 32 32 1 6 2 3 1 1 1 1 1 3 2 1 5
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (s Persons w/ Disabilities (PWD) - Ostomy/O	aged/Missing 1 1 1 1 1 Veneral) Not B	1 ltems(	Carry-on Lu ncer n and Med	1 1 ig 1		1	1	3 3 3 1 1	7 6 6	12 12 12 1 1	1 1 1 1	8 8	2 20 32 32 1 1 1 6 2 3 1 1 1 1 1 5 1 5
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C	2 aged/Missing 1 1 1 1 1 Vecessary Mostomates	1 ltems(	Carry-on Lu ncer n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1	3 3 3 1 1 1	7 6 6	1 12 12 1 1 1	1 1 1 1 1 1	1 1	2 20 32 32 1 1 6 2 3 1 1 1 3 2 1 5 1 2
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (so Persons w/ Disabilities (PWD) - Ostomy/Co Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling	2 aged/Missing 1 1 1 1 v Necessary Mostomates s/Amputees a	1 Items—(	Carry-on Lu ncer n and Med	1 1 ig 1		1	1	3 3 3 1 1	7 6 6	12 12 12 1 1	1 1 1 1 1 1	1 1	2 20 32 32 1 1 6 2 3 1 1 1 3 2 1 5 1 1 5
Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C	2 naged/Missing 1 1 1 1 1 v Necessary Moscomates is/Amputees a 2 ems - Carry-C	1 Items—(	Carry-on Lu ncer n and Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1	3 3 3 1 1 1	7 6 6	1 12 12 1 1 1	1 1 1 1 1 1	1 1	2 20 32 32 1 1 6 2 3 1 1 1 3 2 1 5 1 2

			ΓSA Contac	t Center (1	CC) Data	Tool - FOIA	<b>\</b>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	ns - Carry-O	n						1			1		
Property - Special Handling - Missing Item	ns - Checke	d		1						1	1	1	
Screening		1				1	2		2	2	1		
Screening - Lengthy Lines							1						
Screening - Procedures/Process		1				1	1		2	2	1		
2022	17	12	14	12	10								6
Civil Rights	1		1										
Civil Rights - Civil Rights Violation (TSA E			1										
Civil Rights - Racial Profiling or Discrimina	1												
Claims					1								
Claims - General					1								
Customer Service	2				1								
Customer Service - TSO	2				1								
Expedited Passenger Screening Program	13	9	12	8	6								4
Expedited Passenger Screening Program	2	1											
Expedited Passenger Screening Program	11	8	12	8	6								4
Human Capital					1								
Human Capital - Prospective Employment	with TSA				1								
Locks					1								
Locks - Missing or Damaged Lock					1								
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Patdown	1		1										
Patdown - Flyer	1		1										
Persons w/ Disabilities (PWD)		1		1									
Persons w/ Disabilities (PWD) - Diabetes		1											
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	tached to th	e Body	1									
Screening		1		3									
Screening - Procedures/Process		1		3									

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL	2	3		1 4	4	2			2	5	1 1	4	32
2019		J		1	3	2		2	1	3	1	1	15
Customer Service				•		1				1		•	2
Customer Service - TSO						1				1			2
Locks						1		1		- 1			
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1		1	1					1
Mishandling of Passenger Property - Dam	  aged/Missin	a Itams C	hackad Br	adade	1		1						2
Persons w/ Disabilities (PWD)	lageu/Missiii	g itemsc	ilecked Da	aggage	- 1		- 1					1	
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	(trauma)										1	1
Property - Special Handling	l Sion (pain	uauma)			2	1				1		I	I
Property - Special Handling - Damaged It	l Corni	On				1				1			4
Property - Special Handling - Damaged It					4					1			1
					1					- 1			2
Property - Special Handling - Missing Iten	тs - Спескес Г	1			1			4	4	-	-		1
Screening Provides (Provides (Provid				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confis								1					1
2020	1			1 1			1						4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	iaged/Missin	g ItemsC	hecked Ba	ıς 1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication		1									1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Iten	ns - Checked	i					1						1
2021	1			1					1	2		3	8
Customer Service				1						1		1	3
Customer Service - TSO				1						1		1	3
Expedited Passenger Screening Program										1		2	3
Expedited Passenger Screening Program	- TSA PreC	heck								1		2	3
Property - Special Handling									1				1
Property - Special Handling - Damaged Ite	ems - Check	ed							1				1
Screening	1												1
Screening - Procedures/Process	1												1
2022		3		1	1								5
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1
Patdown					1								1
Patdown - Flyer					1								1
Screening		2		1									3
Screening - Procedures/Process		2											2
Screening - Shoe Screening				1									1

egories	10-Oct 11		Contact Co 2-Dec 01				04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
AJ	9	4	6	8	2	7	5	1		5		•	
2019	J	-	U	U		2	1	1		3			
Civil Rights									•	,	1		
	Not Transgens	lor									1		
Civil Rights - Sex/Gender/Gender Identity-	i Not Transgend	iei											
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dama	aged/Missing It	emsChec	ked Baggag	е							1		
Patdown								1	1			1	
Patdown - Flyer								1	1			1	
Property - Special Handling												2	
Property - Special Handling - Damaged Ite	ems - Checked											2	
Screening	Jino Onconou					2	1			2			
ŭ .							1						
Screening - Procedures/Process						2	1			2			
2020	6		3	7	1	4			1	1	3	1	
Civil Rights				1									
Civil Rights - Sex/Gender/Gender Identity-	<ul> <li>Not Transgend</li> </ul>	der		1									
Customer Service				2	1								
Customer Service - TSO				2	1								
Locks			1	1	•								
Locks - Missing or Damaged Lock			1	1									
	2		1	ı		4					0		
Mishandling of Passenger Property	2					1					2		
Mishandling of Passenger Property - Dam						1					1		
Mishandling of Passenger Property - Disar	rrayed ItemsC	arry-on or (	Checked								1		
Persons w/ Disabilities (PWD)				2		1			1				
Persons w/ Disabilities (PWD) - General				1									
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	d Medical S	upplies					1				
Persons w/ Disabilities (PWD) - Metal Imp						1							
Persons w/ Disabilities (PWD) - Mobility D		/heelchair c	or Scoot	1									
Property - Special Handling	1	riodidilali c	1	'		1				1	1		
										ı			
Property - Special Handling - Damaged Ite											1		
Property - Special Handling - Missing Item			1			1				1			
Screening	3		1	1		1						1	
Screening - Crew Member or Airline Empl	1												
Screening - Inconsistency												1	
Screening - Procedures/Process	2		1	1		1							
2021	1	1				1	4		2	1	1		
Customer Service									2	1			
Customer Service - TSO									2	1			
Expedited Passenger Screening Program										- 1	1		
	TOA D. Ol.	I.											
Expedited Passenger Screening Program	- TSA PreChec										1		
Mishandling of Passenger Property		1				1	2						
Mishandling of Passenger Property - Dama	aged/Missing It	emsCarry	-on Luggag	9			1						
Mishandling of Passenger Property - Dama	aged/Missii	1					1						
Mishandling of Passenger Property - Disar		arry-on or (	Checked			1							
Property - Special Handling	1	,	_				1						
Property - Special Handling - Damaged Ite	ems - Carry-On						1						
Property - Special Handling - Damaged Ite							- 1						
	<u>'</u>						- 4						
Screening							1						
Screening - Procedures/Process							1						
2022	2	3	3	1	1								
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimina	ation			1									
Customer Service	1	1	1										
Customer Service - TSO	1	1	1										
Expedited Passenger Screening Program		1											
	TOA Droc	1											
Expedited Passenger Screening Program	- ISA PIEC												
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Persons w/ Disabilities (PWD)					1								
	air/ Scooter/ Ser	gway			1								
Persons w/ Disabilities (PWD) - Wheelcha													
Persons w/ Disabilities (PWD) - Wheelcha	1												
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	1												
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It	1		2										
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	1		2										

		1	SA Contact	t Center (TC	C) Data Too	ol - FOIA							
Categories	10-Oct 1	11-Nov	12-Dec	01-Jan	02-Feb (	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	54	58	84	76	62	42	38	47	43	73	63	79	719
2019	-			18	10	22	27	22	27	31	31	30	218
				10	10	22		22	21	Ji	31	30	
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				1	1	2	1		3	1			9
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									2				2
	ntion					-	-		1	4			
Civil Rights - Racial Profiling or Discrimina					1	1	1		1	1			5
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transger</li> </ul>	nder				1							1
Customer Service				1	1	3	7	2	2	5	5	1	27
Customer Service - Others							1				1		2
Customer Service - TSO				1	1	3	6	2	2	5	4	1	25
				- '									
Locks					1	2	1	1	3	1	2	1	12
Locks - Missing or Damaged Lock					1	2	1	1	3	1	2	1	12
Lost and Found										1		1	2
Lost and Found - Airport/TSA										1		1	2
Mishandling of Passenger Property				8	2	6	4	3	4	5	8	11	51
		14				0	4	3	4	3			
Mishandling of Passenger Property - Dam				_							3	2	5
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	hecked Βaς	8	2	3	4	2	4	3	4	7	37
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked			3		1		2	1	2	9
Patdown	r e			1				3	2	2		1	11
Patdown - Flyer				1				3	2	2		1	11
Persons w/ Disabilities (PWD)					1		1	1	1		1	3	8
Persons w/ Disabilities (PWD) - Internal M	<b>ledical Device</b>	S						1					1
Persons w/ Disabilities (PWD) - Medically			and Medica	I Supplies							1		1
Persons w/ Disabilities (PWD) - Mobility D					1		1		1			1	4
			an or occore	<i>n)</i>	I		I		- 1				
Persons w/ Disabilities (PWD) - Touch Av												1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway										1	1
Property - Special Handling				6	3	6	6	5	9	9	12	10	66
Property - Special Handling - Damaged Ite	i ems - Carry₋Oi	n		1							2	1	4
					^	^		^					
Property - Special Handling - Damaged Ite		ı		1	2	3		2	3	3		1	18
Property - Special Handling - Missing Item	ns - Carry-On				1	1	2	1	2		2	1	10
Property - Special Handling - Missing Item	ns - Checked			4		2	4	2	4	6	5	7	34
Screening				1	1	3	6	7	3	7	1	2	31
Screening - Inconsistency				•	•			1			1		2
								'					
Screening - Lengthy Lines						1	1			1			3
Screening - Procedures/Process					1	1	4	6	3	6		2	23
Screening - Security Breach				1		1	1						3
2020	22	17	39	35	18	12	2	6	7	18	8	19	203
Civil Rights			1			12				10	1	10	
				2	2						1		6
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimina	ation			1	1						1		3
				•	1						·		1
Civil Rights - Transgender Screening													
Customer Service	1	2	5	3	1	3	1			2		4	23
Customer Service - TSO	1	2	5	3	1	3	1			2	1	4	23
Locks	1	1	2	3					2		1	1	11
Locks - General	1											1	2
	'											- 1	
Locks - Missing or Damaged Lock		1	2	3					2		1		9
Lost and Found		1		1	1	1		1	1			1	7
Lost and Found - Airport/TSA		1		1	1	1		1	1			1	7
Mishandling of Passenger Property	9	1	15	13	5	1		1	1	7	1	5	59
Mishandling of Passenger Property - Dam				1									
		itemsC											1
Mishandling of Passenger Property - Dam	4		13	7	5	1		1	1	6	1	4	43
Mishandling of Passenger Property - Disa	5	1	2	5						1		1	15
Patdown		1		2	3					1			7
Patdown - Flyer				2	3					1			6
					3					1			
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2		1		1			1		1	10
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										1
Persons w/ Disabilities (PWD) - Cancer (g		1					1						2
Persons w/ Disabilities (PWD) - Diabetes													1
. ,		-la (8 4	-le-										
Persons w/ Disabilities (PWD) - Diapers/0	arments/Dres	sings/Ma	ISKS							1		1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal M	<b>ledical Device</b>	S			1								1
Persons w/ Disabilities (PWD) - Medically		1											1
			4										<u></u>
Persons w/ Disabilities (PWD) - Mobility D	ภรสมเแบ (NOt \	vvrieeicn	1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	8	7	12	7	4	4		2	3	4	4	6	61
Property - Special Handling - Damaged Ite			1		1	-							2
						_							
Property - Special Handling - Damaged Ite		4	2	3	1	2		1		1	1	2	19
Property - Special Handling - Missing Item	ns - Carry-C	1	1	1				1	1				5
Property - Special Handling - Missing Item		2	8	3	2	2			2	3	3	4	35
Screening	2	1	1	4	1	3		2		3		1	18
		- 1	- 1	4		J				3		- 1	
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1	4	1	3		1		3		1	15
Screening - Security Breach	1							1					2
2021	6	5	5		9	8	9	19	9	24	24	30	148
	U	3	Ü		J	0		13	J	24	44	30	
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1			1					2
Civil Rights - Racial Profiling or Discrimina	ation				1			1					2
Customer Service		1	1		1	1	2	2	1	4	2	2	17
Customer Service - TSO		1	1		1	1	2	2	1	4	2	2	17
Expedited Passenger Screening Program			1		2	4	3	13	7	12	18	20	80

Catagorias	40.0-1		A Contact C				04 4	05.14	00 1	07 1:-1	00 4	00 0	T-4-1
Categories	<u>.                                      </u>			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program							1	2			2	4	10
Expedited Passenger Screening Program	- TSA PreChec	k	1		2	4	2	11	6	12	16	16	70
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest												1	1
Mishandling of Passenger Property	5	1	1						1	1	1		10
Mishandling of Passenger Property - Dam	5	1	1						1	1	1		10
Persons w/ Disabilities (PWD)						1				3		1	6
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Mobility D			or Scooter)							1			
Persons w/ Disabilities (PWD) - Prosthesi										1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway				1						1	
Prohibited & Permitted Items					1							1	
Prohibited & Permitted Items - Electronic												1	
Prohibited & Permitted Items - Food/Beve	rages				1								
Property - Special Handling	1	3	1		3	1	1	1		4	2	3	2
Property - Special Handling - Damaged Ite	ems - Carry-On									2			
Property - Special Handling - Damaged Ite	ems - Checl	1			1					2		1	
Property - Special Handling - Missing Iten	ns - Carry-On				1		1	1			1		
Property - Special Handling - Missing Iten	1	2	1		1	1					1	2	
Screening					1	1	2	2				2	
Screening - Inconsistency					1			1					
Screening - Procedures/Process						1	2	1				2	
2022	26	36	40	23	25								150
Airline					1								
Airline - Policy/Regulations/Service					1								1
Civil Rights	2	1		1	1								į
Civil Rights - Age	1												
Civil Rights - Racial Profiling or Discrimina	1	1		1									
Civil Rights - Screening of Religious Cultu	iral and Ceremo	nial Items	3		1								
Customer Service	4	2	1		1								3
Customer Service - TSO	4	2	1		1								3
Expedited Passenger Screening Program	10	31	35	17	19								112
Expedited Passenger Screening Program		2	2		1								
Expedited Passenger Screening Program		29	33	17	18								10
Mishandling of Passenger Property		2	1	3									
Mishandling of Passenger Property - Dam	l naged/Missir	2		2									
Mishandling of Passenger Property - Disa			1	1									
Notice of Violation/Civil Penalties	1	any on			1								
Notice of Violation/Civil Penalties - Gener	ı al				1								
Patdown	1				'								
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)	'		1										
Persons w/ Disabilities (PWD) - Cognitive	 	al /Ment	1										
Prohibited & Permitted Items	1	a / IVICITE	1										
Prohibited & Permitted Items - Knives/Too													
Property - Special Handling	1		1	2									
1 1 1			- 1										
Property - Special Handling - Damaged It			1										
Property - Special Handling - Missing Iten			1	0									
Property - Special Handling - Missing Iten				2									4
Screening	7		1		2								10
Screening - Inconsistency	_				1								
Screening - Procedures/Process	7		1		1								9

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGD					1		1		1	1			4
2019							1			1			2
Customer Service							1						1
Customer Service - Others							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2021					1				1				2
Civil Rights									1				1
Civil Rights - Constitutional Rights									1				1
Customer Service					1								1
Customer Service - TCC					1								1

Categories	10-Oct	11-Nov			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGG	51	5		46	84	53		29	38	39	50	60 60		577
2019			_		11	8		14	18	10	17	12		130
Advanced Imaging Technology (AIT)												1		1
Advanced Imaging Technology (AIT) - Fly	er											1		1
Civil Rights									2		1	1		4
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender									1	1		2
Civil Rights - Sexual Orientation - Not Tra	nsgender								1					1
Civil Rights - Transgender Screening									1					1
Customer Service					2	1		1	4	3	4	1	1	17
Customer Service - TSO					2	1		1	4	3	4	1	1	17
Locks					2	1		1	1		1		2	8
Locks - Missing or Damaged Lock					2	1		1	1		1		2	8
Lost and Found									1		2			3
Lost and Found - Airport/TSA  Mishandling of Passenger Property					3	1	10	5	3	3	2	5	4	36
Mishandling of Passenger Property - Dam	l naged/Missin	a Itome	Chackad	Rac	3	1	8	4	2	3	2			31
Mishandling of Passenger Property - Disa					3		2	1	1	3			1	5
Patdown	Tayou nome	ouny c	711 OI OIIO	ontou	1	1		1	1	1	1	1	4	12
Patdown - Children					•					1	•			1
Patdown - Flyer					1	1	1	1	1		1	1	4	11
Persons w/ Disabilities (PWD)							1		1		2	2	2	8
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1	2
Persons w/ Disabilities (PWD) - Diabetes											1			1
Persons w/ Disabilities (PWD) - Medical [	Devices - Atta	ached to	the Body								1			1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	on and Me	edical	Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	t Wheeld	hair or So	cooter	r)		1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							1					1
Persons w/ Disabilities (PWD) - Wounded	1 Warrior											1		1
Property - Special Handling					2	3	3	4	2	1	3		4	22
Property - Special Handling - Damaged It											1			1
Property - Special Handling - Damaged It								2					2	4
Property - Special Handling - Missing Iten						1	1	1			1			4
Property - Special Handling - Missing Iten	ns - Checked	d			2	2		1	2	1	1		2	13
Screening					1	1	4	2	3	2	1	1	4	19
Screening - Children									1					1
Screening - Inconsistency							1							1
Screening - Lengthy Lines						4	1		1	1	- 4		2	3
Screening - Procedures/Process	ested Items				1	1	2	2	1	1	1	1	3	13
Screening - Retrieving Abandoned/Confis  2020			^	47	47	13	40			2	1	1	1 2	1
Civil Rights	14	1	2	17	17	13	13	3			1			<b>95</b>
Civil Rights - Racial Profiling or Discrimina					1									
Civil Rights - Sex/Gender/Gender Identity					· ·									2
Customer Service				1	5	1	2	2			1		1	13
Customer Service - TSO				1	5	1		2			1		1	13
Locks			1	2	1									4
Locks - Missing or Damaged Lock			1	2	1									4
Lost and Found					1									1
Lost and Found - Airport/TSA					1									1
Mishandling of Passenger Property	6		4	7	3	6	3			1		1		31
Mishandling of Passenger Property - Dam	6		3	7	3	5	3			1		1		29
Mishandling of Passenger Property - Disa			1			1								2
Patdown					1	1	1							3
Patdown - Flyer					1	1	1							3
Persons w/ Disabilities (PWD)	3		1		1	1	1							7
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Me	ntal Disab	oility	1									1
Persons w/ Disabilities (PWD) - General							1							1
Persons w/ Disabilities (PWD) - Internal N			1											1
Persons w/ Disabilities (PWD) - Medically		Medication	on and Me	edical	Supplies	1								1
Persons w/ Disabilities (PWD) - Mobility [														1
Persons w/ Disabilities (PWD) - Touch Av														1
Persons w/ Disabilities (PWD) - Wounded			0	_	0	0	4			4			4	1
Property - Special Handling Property - Special Handling - Damaged It	1 Charl		2 1	5	2	3	1			1			1	16
Property - Special Handling - Damaged to			1	3		1							1	6 2
Property - Special Handling - Missing Iten			1	2	2		1			1				8
Request for Assistance	1		1		1		- 1			- 1				2
Request for Assistance - Other	1				1									2
Screening	1		4	2	1	1	5	1						15
Screening - Inconsistency			1											1
Screening - Lengthy Lines						1	2							3
Screening - Procedures/Process	1		3	2	1		3	1						11
2021	2		5		3	2		12	20	27	32	47	15	172
Civil Rights									1			3		5
Civil Rights - Constitutional Rights													1	1
Civil Rights - Racial Profiling or Discrimina	ation								1			2		3
Civil Rights - Sex/Gender/Gender Identity		ender										1		1
Customer Service			1		3		1	3	3	9	7	5	1	33
Customer Service - Others					1									1
Customer Service - TSO			1		2		1	3	3	9	7	5	1	32
Expedited Passenger Screening Program						1	1	5	14	14	19	25	9	88
Expedited Passenger Screening Program							1							1
Expedited Passenger Screening Program			ogram			1			2	1				4
Expedited Passenger Screening Program	- TSA PreCl	heck						5	12	13	19	25	9	83
Locks							1	1						2
Locks - Missing or Damaged Lock							1	1						2

Catagorias	40.0-4				TCC) Data			05.14	00 1	07 1:1	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	2	2					1		1		2		8
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Dam		1							1				4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d			1				2		3
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No		air or Scoot	er)							1		1
Property - Special Handling		2					1	1	2	1	5	1	13
Property - Special Handling - Damaged Ite										1	2	1	4
Property - Special Handling - Damaged Ite		1						1	1				3
Property - Special Handling - Missing Item	ns - Carry-Or	า									3		3
Property - Special Handling - Missing Item	ns - Checke	1					1		1				
Screening					1	3	1	1	1	5	6	3	2
Screening - Children												1	
Screening - Inconsistency										1			
Screening - Lengthy Lines									1	2	5		3
Screening - Procedures/Process					1	3	1	1		2	1	2	11
2022	35	33	29	53	30								180
Civil Rights	2	1			2								į
Civil Rights - Hair Patdowns	1												
Civil Rights - Racial Profiling or Discrimina	ation	1			1								
Civil Rights - Sex/Gender/Gender Identity	1				1								
Customer Service	2	4	7	10	2								2
Customer Service - TSO	2	4	7	10	2								25
Expedited Passenger Screening Program	24	26	18	36									125
Expedited Passenger Screening Program	2	5	1	5									1;
Expedited Passenger Screening Program	22	21	17	31									11:
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	1		1	1									
Mishandling of Passenger Property - Dam		a ItemsC		1									
Mishandling of Passenger Property - Disa		g itomic o	'	'									
No Jurisdiction	'			1									
No Jurisdiction - Refer to Other				1									
Patdown		1		'									
Patdown - Flyer		1											
Persons w/ Disabilities (PWD)	2	- 1		1									
Persons w/ Disabilities (PWD) - Breast Ca	1			- '									
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Mobility D	-	t M/boolobe	nir or Socol	1									
	risability (No	r vviieeicha	air or Scool 1	2									
Property Special Handling			1	2									
Property - Special Handling - Damaged Ite		1	4	2									3
Property - Special Handling - Damaged Ite			1		1								
Property - Special Handling - Missing Item					1								
Property - Special Handling - Missing Item					1								
Screening	3	1	2										9
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1	2	1									6

			TSA Contac	t Center (	ΓCC) Data ˙	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGS	1		2	1	2	1	2		2	2	1		1
2019							1		2	1	1		
Mishandling of Passenger Property							1		1	1	1		
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	arry-on Lug	gage					1				
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	hecked Bag	gage			1						
Mishandling of Passenger Property - Dis-	arrayed Items	sCarry-or	or Checked	l						1	1		
Property - Special Handling									1				
Property - Special Handling - Missing Ite	ms - Checked	d							1				
2020	1		2	1		1							
Mishandling of Passenger Property			2			1							
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	1										
Mishandling of Passenger Property - Dis-	arrayed Items	sCarry-or	1			1							
Property - Special Handling				1									
Property - Special Handling - Missing Ite	ms - Checke	d		1									
Screening	1												
Screening - Procedures/Process	1												
2021							1			1			
Patdown										1			
Patdown - Flyer										1			
Screening							1						
Screening - Procedures/Process							1						
2022					2								
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Progran	n - TSA PreC	heck			1								
Patdown					1								
Patdown - Flyer					1								

Categories	40.0-4					ool - FOIA		05.14	00 1	07 1.1	00 4	20.0	T-4-1
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OKC	30	38	32	29	39	22	24	19	30	28	30		348
2019				8	6	11	10	6	8	14	9	11	83
Civil Rights						1	1				1		3
Civil Rights - Age	l						1						1
Civil Rights - Racial Profiling or Discrimin	ation					1					1		2
Customer Service				1	1	2	3	3	4	2	1	2	19
Customer Service - Others								1					1
Customer Service - TSO				1	1	2	3	2	4	2	1	2	18
Locks					2		1			2	2		8
Locks - Missing or Damaged Lock					2		1			2	2		8
Mishandling of Passenger Property	1/0.4:			3	2	1	1	1	2	4	1	1	16
Mishandling of Passenger Property - Dam					2	1	1	1	1	3		1	12
Mishandling of Passenger Property - Disa	irrayed Items-	-Carry-or	or Checked	1					1	1	1		4
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				`		2						1	3
Persons w/ Disabilities (PWD) - Mobility [				er)		1							1
Persons w/ Disabilities (PWD) - Prosthes												1	1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway				1							1
Property - Special Handling	L			3	1	3	2		2		4		18
Property - Special Handling - Damaged It		d		1		1	1		1		1	2	7
Property - Special Handling - Missing Iter				1									1
Property - Special Handling - Missing Iter	ns - Checked			1	1	2	1		1		3	1	10
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				1		2	2	2		4		3	14
Screening - Crew Member or Airline Emp	loyee							1				-	1
Screening - Procedures/Process	L			1		2	2	1		4		2	12
Screening - Retrieving Abandoned/Confis												1	1
2020	14	5	7	7		4	5		1	6	3	3	65
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Customer Service		1	1	1								2	5
Customer Service - Others												2	2
Customer Service - TSO		1	1	1									3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	5	2			2		2			1	1		15
Mishandling of Passenger Property - Dan		ItemsC	arry-on Lug	gage	1								1
Mishandling of Passenger Property - Dan		2	2		1		2				1		13
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checked							1			1
Patdown				1	1						1		3
Patdown - Flyer				1	1						1		3
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medically				1		4							2
Persons w/ Disabilities (PWD) - Prosthes					0	1	0			0	4		1
Property - Special Handling	6	1	2	3	2	3	2			3	1		23
Property - Special Handling - Damaged It							4				1		2
Property - Special Handling - Damaged It		1	1	2	1	3	1						13
Property - Special Handling - Missing Iter			4	1	4					0			1
Property - Special Handling - Missing Iter			2	4	1		1		4	3		4	1
Screening	2			1	4		1		1			1	14
Screening - Lengthy Lines Screening - Procedures/Process					1				-	0		4	1
	2		2		3	_	1	40	1	2	40	1	13
2021 Civil Rights	2	4	5	3	3	7	9	13	21	8	18	13	106
•	otion								1				1
Civil Rights - Racial Profiling or Discrimin Customer Service	ation 1	1	3	1	1	1	1	1	2		2	2	16
	1	1			ı	1	1						
Customer Service - CSM Customer Service - TSO	4	a a	1 2		4		4	4	^			^	1 15
Expedited Passenger Screening Program	1	1	2	1	2	3	1 4	1 4	13	A	12		15 51
Expedited Passenger Screening Program  Expedited Passenger Screening Program	- DoD				2	3	4	4	13	1	12	2	3
Expedited Passenger Screening Program Expedited Passenger Screening Program		ation Pro-	aram						2	- 1			2
Expedited Passenger Screening Program Expedited Passenger Screening Program			grani		2	3	4	4	11	3	12	7	
Locks Expedited Passenger Screening Program	- TOA FIEUN				2	3	4	4 1	1.1	3	12	/	46
Locks - Missing or Damaged Lock		1						1			1		3
Locks - Missing of Damaged Lock  Lost and Found		1						1			1	1	
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	4		A					2				1	1 4
Mishandling of Passenger Property  Mishandling of Passenger Property - Dan	1 1		1					2					4
Patdown	'		- 1				2			1			3
Patdown - Flyer							2			ı			2
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)								2		1			2
Persons w/ Disabilities (PWD) - Mobility [	l Disability (Not	Wheelch	air or Scoot	er)				1					
Persons w/ Disabilities (PWD) - Mobility I				.c.i <i>j</i>				1					1
Property - Special Handling	lo/miliputees a	inu Casis				2		2	2	1	1		9
Property - Special Handling - Damaged It	ems - Carry C					1		1	1	- 1	- 1		3
Property - Special Handling - Damaged It						1		1	- 1		1		2
Property - Special Handling - Missing Iter						1			1		1		1
Property - Special Handling - Missing Iter		1						1	- 1	1			3
Screening	IIO - OTICONE	1		2		1	2	1	3	2	2	1	16
Screening - Inconsistency		- 1	1			1		1	1			1	4
Screening - Inconsistency Screening - Lengthy Lines			ı				1	1	- 1	1			2
Screening - Lengthy Lines Screening - Procedures/Process		1		2		1	1		2	1	2	1	10
2022	14	29			20	1	1					1	94
	14	29	20	- 11	20								34

			SA Contac	ct Center (	(CC) Data	1001 - FOI <i>F</i>	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service	1	6			3								10
Customer Service - TSO	1	6			3								10
Expedited Passenger Screening Program	5	19	15	8	16								63
Expedited Passenger Screening Program	- DoD				1								1
Expedited Passenger Screening Program	1	2			2								5
Expedited Passenger Screening Program	4	17	15	8	13								57
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Checke	d	1										1
Screening	7	4	4	1									16
Screening - Lengthy Lines	1	1	1										3
Screening - Procedures/Process	5	3	3	1									12
Screening - Retrieving Abandoned/Confis	1												1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OLF			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	Check	1										1

Categories	10-Oct	11-Nov				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OMA	50			54	38	60	25	26	34	38	47			487
2019		_			6	11	12	12	16	25	20	18		135
Civil Rights					2				2	2	5		1	13
Civil Rights - Age					1					1			1	3
Civil Rights - Constitutional Rights												1		1
Civil Rights - Racial Profiling or Discrimin	ation									1	3			4
Civil Rights - Sex/Gender/Gender Identity		ender			1				1		2			4
Civil Rights - Transgender Screening		oridor			'				1					1
Customer Service							4	1	1	4	3	1	2	16
Customer Service - Others								- '	<u> </u>		1			1
Customer Service - TSO							4	1	1	4	2	1	2	15
Locks							4	1	- '	4	2			9
Locks - Missing or Damaged Lock										4				
								1			2	I	1	9
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
Mishandling of Passenger Property				_	2	2		3	4	4	7	6		33
Mishandling of Passenger Property - Dam					2	2		3	2	3	4	5		24
Mishandling of Passenger Property - Disa	rrayed Items	Carry-d	on or Chec	ked					2	1	3	1	2	9
Patdown						1	2	2	4	2		2	3	16
Patdown - Flyer						1	2	2	4	2		1	3	15
Patdown - Flyer as Observer												1		1
Persons w/ Disabilities (PWD)						1	1			1		1	1	5
Persons w/ Disabilities (PWD) - Autism S	pectrum												1	1
Persons w/ Disabilities (PWD) - Metal Imp										1				1
Persons w/ Disabilities (PWD) - Mobility [	. ,	t Wheeld	chair or Sc	ooter)		1	1							2
Persons w/ Disabilities (PWD) - Wheelch				,								1		1
Property - Special Handling	1	o o g a j			1	3	2	4	4	4	2		1	22
Property - Special Handling - Damaged It	l ems - Checki	ad			1	2	1	-	1	2			<u> </u>	7
Property - Special Handling - Missing Iten					1		1	1	1			1	1	
Property - Special Handling - Missing Iten						1	- 1	3	2	2	0			5
	is - Onecked				1	4	^	3 1	1	3	1		1	10 20
Screening					1	4	3	1	1	3	1	5		
Screening - Inconsistency							1					1		2
Screening - Lengthy Lines						1	1							2
Screening - Procedures/Process					1	3	1		1	3	1	3	1	14
Screening - Retrieving Abandoned/Confis	cated Items							1						1
Screening - Security Breach												1		1
2020	21	1	10	25	10	9	7	1	4	3	8	4	10	112
Advanced Imaging Technology (AIT)			1	1										2
Advanced Imaging Technology (AIT) - Fly	er		1	1										2
Civil Rights				1	2	1	1							5
Civil Rights - Hair Patdowns				1										1
Civil Rights - Racial Profiling or Discrimin	ation					1	1							2
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender			1									1
Civil Rights - Transgender Screening	ı				1									1
Customer Service				3	1	1	1				1	1		8
Customer Service - TSO				3	1	1	1				1	1		8
Locks	6		1	1		1	1				1		1	12
Locks - Missing or Damaged Lock	6		1	1		1	1				1		1	12
Mishandling of Passenger Property	3		2	7	1	3	2	1	1	1	1	2		25
			1	5	1	1	2	1	1	1	1	2		
Mishandling of Passenger Property - Dam				5	- 1	- 1		- 1	ı	- 1	- 1			18
Mishandling of Passenger Property - Dam		g items	-U	1										
Mishandling of Passenger Property - Disa			1	1		2								6
Patdown	1		1	1	2	1								6
Patdown - Flyer	1		1		2	1								5
Patdown - Flyer as Observer				1										1
Persons w/ Disabilities (PWD)	2		1	2	1									6
Persons w/ Disabilities (PWD) - Cognitive	1													1
Persons w/ Disabilities (PWD) - Diabetes				1										1
Persons w/ Disabilities (PWD) - General				1										1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	on and Me	dic	1									1
Persons w/ Disabilities (PWD) - Wheelch			1											2
Property - Special Handling	6		3	4	2	1	1		2	1	2		2	24
Property - Special Handling - Damaged It				1					1	1	2			9
Property - Special Handling - Missing Iten			2		1				1					5
Property - Special Handling - Missing Item			1	3	1	1	1						2	10
Screening	3		1	5	1	1	1		1	1	3	1	6	24
Screening - Inconsistency	3		1	1	1		<u> </u>		<u> </u>	'	J			1
	0		1		4				4	4	0			
Screening - Procedures/Process	2		1	3	1	1	1		1	1	2	1	6	20
Screening - Retrieving Abandoned/Confis			^	1		_					1			3
2021	9		6	5	5	7	6	13	14	10	19	17		125
Civil Rights				1		1		2	1	1	1	1		8
Civil Rights - Constitutional Rights				1										1
Civil Rights - Racial Profiling or Discrimin						1		1		1	1	1		5
Civil Rights - Sex/Gender/Gender Identity	Not Tranca	ender						1						1
									1					1
Civil Rights - Sexual Orientation - Not Tra														
Claims								1						1
								1						1
Claims			3	2	2	1			1	2		3	3	1
Claims Claims - General	nsgender		3	2	2 2	1		1	1	2		3	3	1
Claims Claims - General Customer Service	nsgender		3			1		1	1	2		3		1 19 2
Claims Claims - General Customer Service Customer Service - TCC	nsgender 1			2				1						1 19 2
Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP	nsgender 1							1	1					1 19 2 17
Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General	nsgender 1			2				1	1					1 19 2 17 1
Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General Duplicate E-mail	nsgender 1			2				1	1					1 19 2 17 1 1
Claims Claims - General Customer Service Customer Service - TCC Customer Service - TSO DHS TRIP DHS TRIP - General	nsgender 1			2				1	1		6	3	3	1 19 2 17 1

Expedited Plaserager Streeting Program - TSA ProCheok	Categories	10.004		TSA Contac					OF Mari	06 1	07 1	NP A~	00 800	Total
Locks: Mesting or Durraged Lock  Mahvarding of Passenger Property . Damaged Missing items. Convo on Lig. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	-		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Local - Missing of Passenger Property   3		- TSA PreChe	ck								6	9	3	25
Minhandling of Passenger Property - Damage-Minising Ilaress - Careyon Lug   1   1   1   1   1   1   1   1   1														
Micharding of Passenger Property - DamagedMinistral Interna-Chervol Lug   1   1   1   1   1   1   1   1   1		2			2		2				1	1		1
Mahandring of Peasenger Property - Dianaged Missing IllensChecked Baggage   1			Itoma (	Corny on Lug					2		1	I		13
Mathandring of Passenger Property - Diale   2									- 1					2
Paticion			itemst	Shecked Bay	0 0		- 1	-			1	1		9
Patiown - Flyer   2												2	2	12
Person w Disabilities (PWD) - Service Animals   1														1.
Persons w Disabilities (PWD) - Diabetes						1					- 4			
Persons w Disabilities (PWD) - Cleaners   1	•					'		1	1		2		1	
Persons w Disabilities (PWD) - Metal implants (pint)   1   1   1   1   1   1   1   1   1	. ,													
Persons w/ Dashilities (PWD) - Harmins													1	
Persons w Disabilities (PWD) - Service Animals		l plants (ioint)									1			
Prohibited & Permitted Items - Alcohol and Tobaco								1						
Prohibitide & Permitted terms - Alchola and Tobacco				1			1	2	2		1		1	
Prohible & Permitted Items - Liquidid Geles/Aeronolis	Prohibited & Permitted Items - Alcohol and	d Tobacco												
Probabled & Permitted Items - Liquids/Gels/Aerosols   1	Prohibited & Permitted Items - General			1										
Probabled & Permitted Items - Liquids/Gels/Aerosols   1		ols/Razors/Sha	ırp Obje					1					1	
Property - Special Handling							1				1			
Property - Special Handling - Damaged Items - Clerk   2	·	1	2	2		1	2	1	3		3		1	1
Property - Special Handling - Missing Item   1		ems - Carry-O	n						1				1	
Property - Special Handling - Missing Items - Checked   1	Property - Special Handling - Damaged Ite	ems - Checl	2	2		1	1	1	1		2			
Screening - Children	Property - Special Handling - Missing Iten	1							1					
Screening - Children	Property - Special Handling - Missing Iten	ns - Checked					1				1			
Screening - Inconsistency	Screening	2	1	1		3	1	1	1	3	1	1	1	1
Screening - Procedures/Process	Screening - Children								1					
Screening - Security Breach   1												1		
Screening - Shoe Screening   1   20   21   24   17   33	<u>_</u>	1				2	1	1		2	1		1	
202		1				1								
Airline														
Airline - Policy/Regulations/Service		20	21	1 24										11
Civil Rights														
Civil Rights - Racial Profiling or Discrimination 1 3 1 1  Customer Service 3 2 2 1 4  Customer Service - TSO 3 2 2 1 4  Expedited Passenger Screening Program 8 15 14 8 21  Expedited Passenger Screening Program 1 1 1  Expedited Passenger Screening Program - TSA Appl 3  Expedited Passenger Screening Program 7 11 13 8 21  Mishandling of Passenger Property 1 1 2 2 1  Mishandling of Passenger Property 1 1 1 2 1  Mishandling of Passenger Property - Diamaged/Missi 1 1  Mourisdiction 1 1 1 1  Nourisdiction 1 1 1 1 1  Patdown - Children 1 1 1 1 1  Patdown - Children 1 1 1 1 1 1  Patdown - Children 1 1 1 2 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 Persons w/ Disabilities (PWD) - Medicall Implants (joint) 1 Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A 1 Persons w/ Disabilities (														
Customer Service         3         2         2         1         4           Customer Service - TSO         3         2         2         1         4           Expedited Passenger Screening Program         8         15         14         8         21           Expedited Passenger Screening Program         1         2         1         1         1         2         1         2         1         1         1         1         2         1         1         1         2														
Expedited Passenger Screening Program														
Expedited Passenger Screening Program   8   15   14   8   21														1
Expedited Passenger Screening Program														1
Expedited Passenger Screening Program - TSA Appl   3					8	21								6
Expedited Passenger Screening Program   7														
Mishandling of Passenger Property       1       1       2       1         Mishandling of Passenger Property - Disal       1       1       1         No Jurisdiction       1       1       1         No Jurisdiction - Refer to Other       1       1       1         Patdown       1       1       1         Patdown - Children       1       1       1         Patdown - Flyer       1       1       2         Persons W/ Disabilities (PWD)       2       1       1       2         Persons w/ Disabilities (PWD) - Internal Medical Devices       1       1       2         Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies       1       1         Persons w/ Disabilities (PWD) - Metal Implants (joint)       1       1         Persons w/ Disabilities (PWD) - Wheel had Implants (joint)       1       1         Persons w/ Disabilities (PWD) - Wheelch       1       1         Persons w/ Disabilities (PWD) - Wheelch       1       1         Prohibited & Permitted Items - Breast Mill       1         Prohibited & Permitted Items - Breast Mill       1         Property - Special Handling - Damaged Items - Checked       1       1         Property - Special Handling - Mis					0	21								6
Mishandling of Passenger Property - Damaged/Missit       1       1         Mishandling of Passenger Property - Disal       1       1         No Jurisdiction       1       1         No Jurisdiction - Refer to Other       1       1         Patdown       1       1       1         Patdown - Children       1       1       1         Patdown - Flyer       1       1       2         Persons w/ Disabilities (PWD)       2       1       1       2         Persons w/ Disabilities (PWD) - Internal Medical Devices       1       1       1         Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies       1       1         Persons w/ Disabilities (PWD) - Medicall Implants (joint)       1       1         Persons w/ Disabilities (PWD) - Prothesis/Amputees and Casts       1       1         Persons w/ Disabilities (PWD) - Service A       1       1         Persons w/ Disabilities (PWD) - Wheelch       1       1         Prohibited & Permitted Items       1       1         Prohibited & Permitted Items - Liquids/Gels/Aerosols       1       1         Property - Special Handling       2       1       1         Property - Special Handling - Missing Items - Checked       1 <td></td> <td>6</td>														6
Mishandling of Passenger Property - Disa   1						I								
No Jurisdiction						1								
No Jurisdiction - Refer to Other					- 1	- 1								
Patdown - Children         1         1         1           Patdown - Children         1         1           Patdown - Flyer         1         1           Persons W Disabilities (PWD)         2         1         1         2           Persons W Disabilities (PWD) - Internal Medical Devices         1         1         1         2           Persons W Disabilities (PWD) - Medically Necessary Medication and Medical Supplies         1														
Patdown - Children			-	1		1								
Patdown - Flyer		'												
Persons w/ Disabilities (PWD)         2         1         1         2           Persons w/ Disabilities (PWD) - Internal Medical Devices         1         1           Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies         1           Persons w/ Disabilities (PWD) - Metal Implants (joint)         1           Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts         1           Persons w/ Disabilities (PWD) - Service A         1           Persons w/ Disabilities (PWD) - Wheelcha         1           Prohibited & Permitted Items         1           Prohibited & Permitted Items - Breast Mill         1           Property - Special Handling         2         1           Property - Special Handling - Damaged Items - Checked         1         1           Property - Special Handling - Missing Items - Checked         1         1           Property - Special Handling - Missing Items - Checked         1         1           Screening         3         1         1         2		1				'								
Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Persons w/ Disabilities (PWD) - Service A 1 Persons w/ Disabilities (PWD) - Service A 1 Persons w/ Disabilities (PWD) - Wheelch 1 1 Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Breast Mill 1 Prohibited & Permitted Items - Liquids/Gels/Aerosols 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2		2	1	1 1	1	2								
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies  Persons w/ Disabilities (PWD) - Metal Implants (joint)  Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts  Persons w/ Disabilities (PWD) - Service A  Persons w/ Disabilities (PWD) - Service A  Persons w/ Disabilities (PWD) - Wheelch  Prohibited & Permitted Items  1 1  Prohibited & Permitted Items - Breast Mill  Prohibited & Permitted Items - Liquids/Gels/Aerosols  1  Property - Special Handling  2 1 1  Property - Special Handling - Damaged Items - Checked  1 1  Property - Special Handling - Missing Items - Carry-On  Property - Special Handling - Missing Items - Checked  Screening  3 1 1 2	, ,													
Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Persons w/ Disabilities (PWD) - Service A 1 Persons w/ Disabilities (PWD) - Wheelchs 1 1 Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Breast Mills 1 Prohibited & Permitted Items - Liquids/Gels/Aerosols 1 Property - Special Handling 2 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2					al Supplies	1								
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Persons w/ Disabilities (PWD) - Service A 1 Persons w/ Disabilities (PWD) - Wheelcha 1 1 Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Breast Mill 1 Prohibited & Permitted Items - Liquids/Gels/Aerosols 1 Property - Special Handling 2 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2	• • • • • • • • • • • • • • • • • • • •				pp.: 50									
Persons w/ Disabilities (PWD) - Service A  Persons w/ Disabilities (PWD) - Wheelcha  Prohibited & Permitted Items  1  Prohibited & Permitted Items - Breast Mill  Prohibited & Permitted Items - Liquids/Gels/Aerosols  Property - Special Handling  Property - Special Handling - Damaged Items - Checked  Property - Special Handling - Missing Items - Carry-On  Property - Special Handling - Missing Items - Checked  Screening  3  1  1  1  1  1  1  1  1  1  1  1  1		. ,	nd Cast	S	1									
Persons w/ Disabilities (PWD) - Wheelcha       1       1         Prohibited & Permitted Items       1       1         Prohibited & Permitted Items - Breast Mill       1       1         Prohibited & Permitted Items - Liquids/Gels/Aerosols       1       1         Property - Special Handling       2       1       1         Property - Special Handling - Damaged Items - Checked       1       1         Property - Special Handling - Missing Items - Carry-On       1       1         Property - Special Handling - Missing Items - Checked       1       1         Screening       3       1       1       2			,											
Prohibited & Permitted Items 1 1 Prohibited & Permitted Items - Breast Mill 1 Prohibited & Permitted Items - Liquids/Gels/Aerosols 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2	. ,		1	1										
Prohibited & Permitted Items - Breast Mill         1           Prohibited & Permitted Items - Liquids/Gels/Aerosols         1           Property - Special Handling         2         1         1           Property - Special Handling - Damaged Items - Checked         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Property - Special Handling - Missing Items - Checked         1         1           Screening         3         1         1         2														
Prohibited & Permitted Items - Liquids/Gels/Aerosols         1           Property - Special Handling         2         1         1           Property - Special Handling - Damaged Items - Checked         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Property - Special Handling - Missing Items - Checked         1         1           Screening         3         1         1         2		-												
Property - Special Handling         2         1         1           Property - Special Handling - Damaged Items - Checked         1         1           Property - Special Handling - Missing Items - Carry-On         1         1           Property - Special Handling - Missing Items - Checked         1         2           Screening         3         1         1         2				1										
Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2	·				1	1								
Property - Special Handling - Missing Items - Carry-On 1 Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2		ems - Checked	1											
Property - Special Handling - Missing Items - Checked 1 Screening 3 1 1 2														
Screening 3 1 1 2	1 1 1 0 0			1										
					1	2								
Screening - Procedures/Process   3 1 1 1 1	Screening - Procedures/Process	3		1	1									
Screening - Retrieving Abandoned/Confiscated Items 1	<u> </u>													

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OME			1	1									2
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	1									1
2020			1										1
Patdown			1										1
Patdown - Flyer			1										1

			A Contact C		•								
Categories	10-Oct	11-Nov	12-Dec 0	)1-Jan (	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	46	51	49	60	54	36	17	34	41	32	47	48	515
2019				11	13	16	7	21	23	14	26	10	141
Civil Rights								2	1	2	1	1	7
Civil Rights - Hair Patdowns										1		1	2
Civil Rights - National Origin								1		'			1
Civil Rights - Racial Profiling or Discrimina	otion										4		
								1			1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder							1				1
Civil Rights - Transgender Screening										1			1
Customer Service				2	6	2	5	2	1	3	6		27
Customer Service - Others											1		1
Customer Service - TSO				2	6	2	5	2	1	3	5		26
Locks						2			1		2		5
Locks - Missing or Damaged Lock						2			1		2		5
Lost and Found									- '		2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property				6	1	4		8	5	6	8	4	42
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCar	ry-on Lugga	ge		1				2	1		4
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChe	cked Baç	5	1			7	4	4	5	4	30
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUns	pecified Lug	igage				1					1
Mishandling of Passenger Property - Disa				1		3			1		2		7
Patdown	l	ou, o o.	On Conton			1	1	2			2	1	7
Patdown - Flyer						1	1	2			2	1	7
Persons w/ Disabilities (PWD)							1	2	4	1	1	1	10
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			1
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	ital /Mental	Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes			-						1				1
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Internal N	I Medical Device	es.							1				1
Persons w/ Disabilities (PWD) - Internal N			nd MadiI C	Supplie-					I		1	1	
		edication a	na wealcal s	Supplies							1	1	2
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelchair	or Scooter)					1					1
Property - Special Handling					3	2		2	6	2	3	2	20
Property - Special Handling - Damaged Ite	ems - Carry-O	n							1				1
Property - Special Handling - Damaged Ite					1				1		2	1	5
Property - Special Handling - Missing Item					1			1	2			1	5
Property - Special Handling - Missing Item					1	2		1	2	2	1	- '	9
	IS - CHECKEU												
Screening				3	3	5		3	5		1	1	21
Screening - Inconsistency					1								1
Screening - Procedures/Process				3	2	5		3	5			1	19
Screening - Retrieving Abandoned/Confis	cated Items										1		1
2020	22	16	13	19	13	8	2	2	3	5	5	10	118
Civil Rights	1	1	1									3	6
Civil Rights - Age	1												1
		4	1									0	4
Civil Rights - Racial Profiling or Discrimina		1	- 1									2	
Civil Rights - Sex/Gender/Gender Identity												1	1
Customer Service	2	4	1	3	3	1	2	1	2	1	1		21
Customer Service - Others		1											1
Customer Service - TSO	2	3	1	3	3	1	2	1	2	1	1		20
Locks	1	1		1									3
Locks - Missing or Damaged Lock	1	1		1									3
	1				4								
Lost and Found					1								2
Lost and Found - Airport/TSA	1				1								2
Mishandling of Passenger Property	6	5	4	7	4	1		1		1	3	2	34
Mishandling of Passenger Property - Dam	1	1	1										3
Mishandling of Passenger Property - Dam	5	3	2	6	4			1		1	3	1	26
Mishandling of Passenger Property - Disa		1	1	1		1						1	5
Patdown	1	1	2	1	2	1						- '	8
Patdown - Flyer	1	1	2	1	2	1							8
Persons w/ Disabilities (PWD)	2	2	1	1	1					1			8
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Medically	1	1		1									3
Persons w/ Disabilities (PWD) - Mobility D										1			2
Persons w/ Disabilities (PWD) - Respirato		1								'			1
Property - Special Handling	5	2	A	r		2				1		^	
	-		4	5		3				1	1	2	23
Property - Special Handling - Damaged Ite		n	1										1
Property - Special Handling - Damaged Ite				1		1					1	2	7
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	2	2	3	3		2				1			13
Screening	3		-	1	2	2			1	1		3	13
Screening - Procedures/Process	3			1	2	2			1	1		3	13
		_									40		
2021	10	7	9	7	5	12	8	11	15	13	16	28	141
Civil Rights			1						1		2		4
Civil Rights - Racial Profiling or Discrimina	ation		1						1		2		4
Claims			1										1
Claims - General			1										1
Customer Service	1	1	3	2	1	4	1	4	3	2		7	29
		1		2	1	4						7	
Customer Service - TSO	1	1	3		1	4	1	4	3	2		/	29
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	1	3	2	4	3	7	10	32
Expedited Passenger Screening Program	- TSA Applica	ation Progra	ım									2	2
Expedited Passenger Screening Program			1		1	1	3	2	4	3	7		30
Identification (ID) Requirements	. 5. 11 700116		1		ı	- 1	J		-	3	- 1	1	1
	I												
Identification (ID) Requirements - Minors I	Jornestic											1	1
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2

ries	10-Oct	11-Nov	12-Dec	Center (T	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	3	5	12-Dec	1	02-1 CD	US-IVIAI 1	<b>04-Api</b>	US-IVIAY		or-oui	00-Aug	oo-oeh	TOLA
Mishandling of Passenger Property - Dama		1		1		1	'	- 1	- 1				
Mishandling of Passenger Property - Dam	3	4	1	'		1							
						ı	4	4	4				
Mishandling of Passenger Property - Disar	rayed items-	-Carry-on o	ГСпескеа				1	1	1				
Patdown											1		
Patdown - Flyer											1		
Persons w/ Disabilities (PWD)		1				1			1	1		3	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Internal M						1						1	
Persons w/ Disabilities (PWD) - Medical D		ched to the	Body							1		1	
Persons w/ Disabilities (PWD) - Medically		1											
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/t	rauma)							1				
Prohibited & Permitted Items			1	1									
Prohibited & Permitted Items - Alcohol and	Tobacco		1										
Prohibited & Permitted Items - Liquids/Gel	s/Aerosols			1									
Property - Special Handling	4		1	1		2	1	3	3	1	3	4	
Property - Special Handling - Damaged Ite	ms - Carry-C	n						1		1			
Property - Special Handling - Damaged Ite	1		1	1							2	1	
Property - Special Handling - Missing Item	1					1		1	1			2	
Property - Special Handling - Missing Item	2					1	1	1			1		
Screening	2			1	3	3	2	1		4			
ŭ .				- 1	3	3		Į.				3	
Screening - Children						4				1		4	
Screening - Inconsistency				1		1						1	
Screening - Lengthy Lines						1	1			2			
Screening - Procedures/Process	2				3		1	1	2	1	1	2	
Screening - Retrieving Abandoned/Confisc						1							
022	14	28	27	23	23								•
Civil Rights		1	1		1								
Civil Rights - Racial Profiling or Discrimina	tion	1	1		1								
Customer Service	3	5	2	2	2								
Customer Service - TSO	3	5	2	2	2								
Expedited Passenger Screening Program	5	14	17	14	16								
Expedited Passenger Screening Program	1	2	2		4								
Expedited Passenger Screening Program	4	12	15	14	12								
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property		1		2									
Mishandling of Passenger Property - Dama	aged/Missi	1		1									
Mishandling of Passenger Property - Disar	-		r Chooko	1									
	rayeu items-		1	1									
Patdown		2											
Patdown - Flyer		2	1										
Persons w/ Disabilities (PWD)	2	1	1		2								
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - Diabetes		1											
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Hearing Ir	npairment				1								
Persons w/ Disabilities (PWD) - Medically	Necessary M	ledicatior	1										
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees a	ind Casts			1								
Property - Special Handling	1	1	2	2									
Property - Special Handling - Damaged Ite	ms - Carry-C	)n		1									
Property - Special Handling - Damaged Ite			1	1									
Property - Special Handling - Missing Item		1	•										
Property - Special Handling - Missing Item			1										
Screening	3	2	3	3	2								
	3		3	3									
Screening - Procedures/Process	2	2	3	3	2								

		TS	A Contact (	Senter (100	) Data Too	I - FOIA							
tegories	10-Oct	11-Nov '	12-Dec (	01-Jan 0:	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	341	341	388	363	379	202	187	229	236	310	317	289	3,582
2019				78	69	92	101	118	103	136	126	107	930
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Fly	/er								1		1		2
Civil Rights				7	6	2	9	6	10	9	10	8	67
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Hair Patdowns						1				1	2	2	6
Civil Rights - National Origin									1	1	1		3
Civil Rights - Perceived Religion							1	2	1		1		5
	-4:					-							
Civil Rights - Racial Profiling or Discrimin				2	4	1	4	2	3	5	5		28
Civil Rights - Sex/Gender/Gender Identity		ender		3	1		3			1	1	3	12
Civil Rights - Sexual Orientation - Not Tra	nsgender			2	1			2	5			1	11
Customer Service				18	18	23	24	33	27	31	27	25	226
Customer Service - Others				1		1	2	1	2	3			10
Customer Service - TSO				17	18	22	22	32	25	28	27	25	216
Human Capital				1									1
Human Capital - Prospective Employmer	t with TSA			1									1
Locks	1			1	3	6	9	7	5	9	5	9	54
				1				7	5		5		
Locks - Missing or Damaged Lock					3	6	9			9			54
Lost and Found				4	1		1	2	1	3	2		15
Lost and Found - Airport/TSA				4	1		1	2	1	3	2	1	15
Mishandling of Passenger Property				19	9	18	15	25	16	23	27	26	178
Mishandling of Passenger Property - Dan	naged/Missing	ItemsCarr	v-on Lua	3	1	1	1	1		2	1	4	14
Mishandling of Passenger Property - Dan				13	8	13	11	19	12	17	22		134
Mishandling of Passenger Property - Dan				1		1	1	10	14			13	10-
0 0 1 7	0 0							_	4	-			
Mishandling of Passenger Property - Disa	arrayed Items-	-carry-on or	Cnecked	2		3	2	5	4	4	4		26
Patdown				2	3	3	8	2	5	8	2		39
Patdown - Flyer				2	2	3	8	2	5	7	2	5	36
Patdown - Flyer as Observer					1							1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				6	3	3	4	3	3	2	8	4	36
Persons w/ Disabilities (PWD) - Autism S	'n o otrum			0	3	0	4				1		
Persons w/ Disabilities (PWD) - Cancer (				1					1				2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental	Disability		1					1	2		4
Persons w/ Disabilities (PWD) - Diabetes	;										1		1
Persons w/ Disabilities (PWD) - Diapers/	Garments/Dre	ssings/Mask	(S	1					1				2
Persons w/ Disabilities (PWD) - Hearing	Impairment	_			1			1					2
Persons w/ Disabilities (PWD) - Medical		ched to the I	Body						1				-
Persons w/ Disabilities (PWD) - Medicall				Supplies		1	1			1	1	1	5
		ieulcation ai	nu ivieulcai v			- 1	- '					1	
Persons w/ Disabilities (PWD) - Metal Im			0 1 1	2									3
Persons w/ Disabilities (PWD) - Mobility		vvneeicnair	or Scooter)			1							1
Persons w/ Disabilities (PWD) - Ostomy/								1					1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	and Casts		1			1						2
Persons w/ Disabilities (PWD) - Respirat	ory and Inhale	r Equipment				1							1
Persons w/ Disabilities (PWD) - Touch A	version (pain/t	rauma)					2				1	1	
Persons w/ Disabilities (PWD) - Visual In					1								1
Persons w/ Disabilities (PWD) - Wheelch		Seaway		1				1			2	1	
		ocgway		13	13	25	22	19	21	32	26		190
Property - Special Handling						25							
Property - Special Handling - Damaged Ii				1	2		1	2	1	6		1	14
Property - Special Handling - Damaged I				1		5	6	5	2	8	8		38
Property - Special Handling - Missing Iter	ns - Carry-On			5	4	4	5	1	6	6	6	4	41
Property - Special Handling - Missing Iter	ns - Checked			6	7	16	10	11	12	12	12	11	97
Screening				7	13	12	9	21	14	19	18	9	122
Screening - Children							1				1		
Screening - Grindren							- 1	4					
•						_		1					
Screening - Inconsistency					1	2		1			1		1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process					3		3	2	3	1	2		1 5 15
ocieening - i rocedures/i rocess				6	9	10	3 5		3 10	1 17			1 5 15
	scated Items					10		2			2		2 1 5 15 92 2
Screening - Retrieving Abandoned/Confis	scated Items					10		2 14	10	17	13	8	1 5 15 92 2
Screening - Retrieving Abandoned/Confis Screening - Security Breach		96	114	6	9		5	2 14 3	10	17 1	13	8 1	1 5 15 92 2 5
Screening - Retrieving Abandoned/Confis Screening - Security Breach	115	96	114	6 96	9	60	10	2 14 3 <b>15</b>	10	17 1 46	1 1 44	8 1 34	1 5 15 92 2 5 <b>741</b>
Screening - Retrieving Abandoned/Confis Screening - Security Breach 2020 Civil Rights		7	<b>114</b> 5	6	9		5	2 14 3	10	17 1	13	8 1 34	15 15 92 2 5 <b>741</b> 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age	115	7 1		96 6	9	60	10	2 14 3 <b>15</b>	10	17 1 46	1 1 44	8 1 34	1 5 15 92 2 5 <b>741</b> 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights	115	7		6 96	9	60	10	2 14 3 <b>15</b>	10	17 1 <b>46</b> 4	1 1 44	8 1 34	15 15 92 2 5 <b>741</b> 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin	<b>115</b> 7	7 1		96 6	9	60	10 2	2 14 3 <b>15</b>	10	17 1 46 4	13 144 3	8 1 <b>34</b>	15 92 2 5 <b>741</b> 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights	<b>115</b> 7	7 1		96 6	9	60	10	2 14 3 <b>15</b>	10	17 1 <b>46</b> 4	1 1 44	8 1 <b>34</b>	15 92 2 5 <b>741</b> 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin	<b>115</b> 7	7 1 1	5	96 6	9 <b>92</b> 3	<b>60</b> 4	10 2	2 14 3 <b>15</b> 2	10	17 1 46 4	13 144 3	8 1 <b>34</b>	5 15 92 2 5 <b>74</b> 1 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity	115 7	7 1 1	3	96 6	9 92 3	<b>60</b> 4	10 2	2 14 3 <b>15</b> 2	10	17 1 46 4	2 13 1 44 3	8 1 <b>34</b>	5 15 92 2 5 741 43
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimir Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	115 7	7 1 1	3	96 6	9 <b>92</b> 3	<b>60</b> 4	10 2	2 14 3 15 2	10	17 1 46 4	2 13 1 44 3	8 1 <b>34</b>	5 5 92 5 5 744 45 6 7 2 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimir Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening	115 7 5 7 1 1 1 1 1 1 1	7 1 1 5	3 1	96 6 1 3 2	9 <b>92</b> 3 1 1 1 1	<b>60</b> 4 3 1	5 10 2	2 14 3 15 2	10 1 19	17 1 46 4	2 13 1 44 3	34	16 16 92 2 5 744 45 27 27
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimir Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	115 7 7 4 5 4 1 nnsgender 1 22	7 1 1 5	3	96 6	9 92 3 1 1 1	<b>60</b> 4	5 10 2 2	2 14 3 15 2	10	17 1 46 4 1 2	2 13 1 44 3	34 34	11
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tra  Civil Rights - Transgender Screening  Customer Service  Customer Service - Others	115 7	7 1 1 5	3 1 1 16	96 6 1 3 2	9 92 3 1 1 1 1 23 3	3 1	5 10 2 2	2 14 3 15 2	10 1 19 2	17 1 46 4 1 2 1 10 10	2 13 1 44 3	34 34	20 21 138
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tra  Civil Rights - Transgender Screening  Customer Service - Others  Customer Service - TSO	115 7	7 1 1 5	3 1	96 6 1 3 2	9 92 3 1 1 1	<b>60</b> 4 3 1	5 10 2 2	2 14 3 15 2	10 1 19	17 1 46 4 1 2	2 13 1 44 3	34 34 34	11 93 74 43 22 22 13 11 11
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tra  Civil Rights - Transgender Screening  Customer Service  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements	115 7	7 1 1 5	3 1 1 16	96 6 1 3 2	9 92 3 1 1 1 1 23 3	3 1	5 10 2 2	2 14 3 15 2	10 1 19 2	17 1 46 4 1 2 1 10 10	2 13 1 44 3	34 34	5 19 27 74 43 2 27 7 1 38 1 1 1 1 2 8 2 2 1
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tra  Civil Rights - Transgender Screening  Customer Service - Others  Customer Service - TSO	115 7	7 1 1 5	3 1 1 16	96 6 1 3 2	9 92 3 1 1 1 1 23 3	3 1	5 10 2 2	2 14 3 15 2	10 1 19 2	17 1 46 4 1 2 1 10 10	2 13 1 44 3	34 34 34	5 19 27 74 43 2 27 7 1 38 1 1 1 1 2 8 2 2 1
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tra  Civil Rights - Transgender Screening  Customer Service  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements	115 7	7 1 1 5	3 1 1 16	96 6 1 3 2	9 92 3 1 1 1 1 23 3	3 1	5 10 2 2	2 14 3 15 2	10 1 19 2	17 1 46 4 1 2 1 10 10	2 13 1 44 3	34 34 34	11 11 11 11 11 11 11 11 11 11 11 11 11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes	115 7	7 1 1 5 21 2 19	3 1 1 16 16	96 6 1 3 2 23 23	9 92 3 1 1 1 1 23 3 20	3 1 10	5 10 2 2	2 14 3 15 2	10 1 19 2 2 2 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 1 2 1	11 99 74 44 22 21 13 11 12 12 3
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tracivil Rights - Sexual Orientation - Not Tracivil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock	115 7 3 4 5 4 1 nnsgender 1 22 2 20 1 1 1 1 6	7 1 1 5 21 2 19	3 1 1 16 16	96 6 1 3 2 23 23	9 92 3 1 1 1 1 23 3 20	3 1 10 10	2	2 14 3 15 2	10 1 19 2 2 2 1 1 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 3 1 2 1 1 1 1	11 11 12 12 13 13 13 13 13 13 13 13 13 13 13 13 13
Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimir Civil Rights - Racial Profiling or Discrimir Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found	115 7 7 7 1 1 1 1 22 2 2 20 1 1 1 6 6 6 2	7 1 1 5 21 2 19	3 1 1 16 16 10 10 2	96 6 1 3 2 23 23 3 3 3	9 92 3 1 1 1 1 23 3 20 3 3 3 3	3 1 10 10 4 4 1	2 2 2 1 1	2 14 3 15 2	10 1 19 2 2 2 1 1 1 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 3 1 2 1 1 1 1 1 2	11 12 12 13 3 3 3 3 3 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Treceivil Rights - Transgender Screening  Customer Service - Others  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements  Identification (ID) Requirements - Domes  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA	115 7 7 1 1 1 22 2 2 20 1 1 1 6 6 6 2 2	7 1 1 5 21 2 19 7 7 7 2 2	5 3 1 1 16 16 10 10 2 2	96 6 1 3 2 23 23 3 3 3 2	9 92 3 1 1 1 1 23 3 20 3 3 3 3 3 3	3 1 10 10 4 4 1	2	2 14 3 15 2	10 1 19 2 2 2 1 1 1 1 1 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 3 1 2 1 1 1 1 1 2 2	\$ 19 19 20 20 20 20 20 20 20 20 20 20 20 20 20
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tractivil Rights - Sexual Orientation - Not Tractivil Rights - Sexual Orientation - Not Tractivil Rights - Transgender Screening  Customer Service - Others  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA  Mishandling of Passenger Property	115 7 7 1 1 1 22 2 2 2 20 1 1 t 1 6 6 6 2 2 2 22	7 1 1 5 21 2 19 7 7 7 2 2 2 2	5 3 1 16 16 10 10 2 2 27	96 6 1 3 2 23 23 23 23 24	9 92 3 1 1 1 1 23 3 20 3 3 3 22	3 1 10 10 4 4 1	2 2 2 1 1	2 14 3 15 2	10 1 19 2 2 2 1 1 1 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 3 1 2 1 1 1 1 1 2 2	\$ 192 \$ 27 \$ 27 \$ 27 \$ 27 \$ 27 \$ 27 \$ 27 \$
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Treceivil Rights - Transgender Screening  Customer Service - Others  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements  Identification (ID) Requirements - Domes  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA	115 7 7 1 1 1 22 2 2 2 20 1 1 t 1 6 6 6 2 2 2 22	7 1 1 5 21 2 19 7 7 7 2 2	5 3 1 1 16 16 10 10 2 2	96 6 1 3 2 23 23 3 3 3 2	9 92 3 1 1 1 1 23 3 20 3 3 3 3 3 3	3 1 10 10 4 4 1	2 2 2 1 1	2 14 3 15 2	10 1 19 2 2 2 1 1 1 1 1 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 3 1 2 1 1 1 1 1 2 2	11 5 5 15 15 15 15 15 15 15 15 15 15 15
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Tractivil Rights - Sexual Orientation - Not Tractivil Rights - Sexual Orientation - Not Tractivil Rights - Transgender Screening  Customer Service - Others  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA  Mishandling of Passenger Property	115 7	7 1 1 5 21 2 19 7 7 7 2 2 2 2	5 3 1 16 16 10 10 2 2 27	96 6 1 3 2 23 23 23 23 24	9 92 3 1 1 1 1 23 3 20 3 3 3 22	60 4 3 1 10 10 4 4 4 1 1 15	2 2 2 1 1	2 14 3 15 2	10 1 19 2 2 2 1 1 1 1 1 1	17 1 46 4 1 2 1 10 1 9	2 13 1 44 3	34 34 34 3 1 2 1 1 1 1 1 2 2	11 5 5 15 15 15 15 15 15 15 15 15 15 15
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Trace  Civil Rights - Sexual Orientation - Not Trace  Civil Rights - Transgender Screening  Customer Service  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dandishandling of Passeng	115 7	7 1 1 5 21 2 19 7 7 7 2 2 2 2 2 3 14	3 1 1 16 16 10 10 2 2 27 4 22	96 6 1 3 2 23 23 23 23 24 2 24 2	9 92 3 1 1 1 1 23 3 20 3 3 3 22 3 16	60 4 3 1 10 10 4 4 4 1 1 15 1	2 2 2 1 1	2 14 3 15 2 1 1 2 2	10 1 19 2 2 2 1 1 1 1 4 4 2	17 1 46 4 1 2 10 10 1 9	2 13 1 44 3 2 1 4 4	34 34 33 1 2 1 1 1 1 2 2 8	11
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimir Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	115 7	7 1 1 5 21 2 19 7 7 7 2 2 2 2 2 3 14 5	5 3 1 16 16 10 10 2 2 27 4 22 1	96 6 1 3 2 23 23 23 23 24 2 24 2 21 9 3	9  92 3 1 1 1 1 23 3 20 3 3 3 22 3 16 3	60 4 3 1 10 10 4 4 4 1 1 1 15 1 14	2 2 2 1 1	2 14 3 15 2 1 1 2 2	10 1 19 2 2 2 1 1 1 1 1 4	17 1 46 4 1 2 1 10 1 1 9	2 13 1 44 3 2 1 4 4 4	34 34 33 1 2 1 1 1 1 1 2 2 8	11 5 5 15 15 15 15 15 15 15 15 15 15 15
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimir  Civil Rights - Sex/Gender/Gender Identity  Civil Rights - Sexual Orientation - Not Trace  Civil Rights - Sexual Orientation - Not Trace  Civil Rights - Transgender Screening  Customer Service  Customer Service - Others  Customer Service - TSO  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dandishandling of Passeng	115 7	7 1 1 5 21 2 19 7 7 7 2 2 2 2 2 3 14	3 1 1 16 16 10 10 2 2 27 4 22	96 6 1 3 2 23 23 23 23 24 2 24 2	9 92 3 1 1 1 1 23 3 20 3 3 3 22 3 16	60 4 3 1 10 10 4 4 4 1 1 15 1	2 2 2 1 1	2 14 3 15 2 1 1 2 2	10 1 19 2 2 2 1 1 1 1 4 4 2	17 1 46 4 1 2 10 10 1 9	2 13 1 44 3 2 1 4 4	3 3 1 2 1 1 1 1 2 2 8	1 5 15 92 2 5

			SA Contact C		•								
Categories	10-Oct	11-Nov				8-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	5	4	10	3	5	2	1			5	1	1	37
Persons w/ Disabilities (PWD) - Breast Ca		1											1
Persons w/ Disabilities (PWD) - Cancer (g										1			2
Persons w/ Disabilities (PWD) - Cognitive	1		2										3
Persons w/ Disabilities (PWD) - General										1		1	2
Persons w/ Disabilities (PWD) - Internal N		1	1										2
Persons w/ Disabilities (PWD) - Medically		1	1		2	2	1						3
Persons w/ Disabilities (PWD) - Metal Imp	,		1		1								2
Persons w/ Disabilities (PWD) - Mobility [			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesi		1		2	1					1			
Persons w/ Disabilities (PWD) - Respirato		er Equipme	1							1			2
Persons w/ Disabilities (PWD) - Service A			1							1			2
Persons w/ Disabilities (PWD) - Wheelcha			2								1		
Property - Special Handling	29	20	19	25	21	19	1	5	5	11	15	14	184
Property - Special Handling - Damaged It	4	2	1	2							1	2	12
Property - Special Handling - Damaged Ite	7	3	2	2	3	4		1	1	4	4	3	34
Property - Special Handling - Missing Iten	9	5	5	3	5	4	1	2	2		3	3	42
Property - Special Handling - Missing Iten	9	10	11	18	13	11		2	2	7	7	6	96
Screening	18	12	19	7	10	3	3	2	6	2	7	4	93
Screening - Inconsistency	1										1		2
Screening - International Screening	1												
Screening - Lengthy Lines	2	1	5		1								(
Screening - Procedures/Process	13	10	14	6	9	3	3	2	6	2	6	4	78
Screening - Retrieving Abandoned/Confis		1											
Screening - Security Breach	1			1									
TSA Contact Information	'							1					
TSA Contact Information - General								1					
2021	58	28	36	23	34	50	76	96	114	128	147	148	938
Airline	50	20	30	23	34	50	10	90	114	128	147	140	930
									ı				
Airline - Lost Baggage									4	1			1
Airline - Policy/Regulations/Service			4						1				
Animals Charled			1										
Animals - Checked									•				
Civil Rights	2	1	1		2	2	2	5	3	4	7	4	33
Civil Rights - National Origin							1	1					
Civil Rights - Perceived Religion											1		
Civil Rights - Racial Profiling or Discrimina		1	1		1	2		2	2	1	4	3	18
Civil Rights - Screening of Religious or Cu		ents								1			
Civil Rights - Sex/Gender/Gender Identity	1						1	2		2	2		3
Civil Rights - Sexual Orientation - Not Tra	nsgender								1			1	2
Civil Rights - Transgender Screening					1								1
Claims					1								1
Claims - General					1								1
Customer Service	13	8	13	8	9	9	14	15	20	17	26	16	168
Customer Service - Others						1			1			1	3
Customer Service - TCC												1	1
Customer Service - TSO	13	8	13	8	9	8	14	15	19	17	26	14	164
DHS TRIP									1		1		2
DHS TRIP - General											1		-
DHS TRIP - Status									1				
Expedited Passenger Screening Program			2	1	5	12	31	41	59	72	83	108	414
Expedited Passenger Screening Program	- DoD						01		1	1	- 00	100	2
Expedited Passenger Screening Program		eation Progr	am			1	5	4	4	2	4	12	32
Expedited Passenger Screening Program			2	1	5	11	26	37	53	69	78	96	378
Expedited Passenger Screening Program				- 1	3	- 11	20	31	1	09	1	90	370
Hazardous Materials Safety	- 134/0113	Litipioyees	- Орг пт						1				
Hazardous Materials Safety - General									1				
										4			
Human Capital										1			
Human Capital - Current Employee										1			
Identification (ID) Requirements													
								1			1		
Identification (ID) Requirements - Domest							_	1			1		2
Identification (ID) Requirements - Domest Locks	ic 1		1		1		2		1			1	2
Identification (ID) Requirements - Domest Locks Locks - General	1							1				1	2 8
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	1		1		1		2	1	1		1		2 8 1
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 1 3			1		1	2	1	1		1		2 8 1 7
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 3 3		1	1	1	1	2 1 1	1 1	1 1 1		1 1		
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 3 3 10	10		1 8			2	1 1 1 5	1	5	1 1 5		{ 
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 1 3 3 10 2	4	1	1 8 2	1	1	2 1 1 5	1 1 5 1	1 1 1	2	1 1 5	1	{ 
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 3 3 10		1	1 8	1	1	2 1 1	1 1 1 5	1 1 1		1 1 5	1	{ 
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 3 3 10 2 6	4	7	1 8 2	1	1	2 1 1 5	1 1 5 1	1 1 1	2	1 1 5	1	2 8 8 8 8 64 11
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 3 3 10 2 6	4	7	1 8 2	1	1	2 1 1 5	1 1 5 1	1 1 1	2	1 1 5	1	6- 1- 4-
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 3 3 10 2 6	4	7	1 8 2 5	6 5	1	2 1 1 5	1 1 5 1 3	1 1 1	2	1 1 5	1 1	6- 11- 4-
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 3 3 10 2 6	4	7	1 8 2 5	6 5	1	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2	1 1 5 5	1 1	6- 11 4-
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	1 1 3 3 10 2 6	4	7 7 2	1 8 2 5	6 5	1	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2	1 1 5 5	1 1	6-6-4
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	1 1 3 3 10 2 6	4	7 7 2 1	1 8 2 5	6 5	1	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2	1 1 5 5	1 1	6-1144
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	1 1 3 3 10 2 6	4	7 7 2 1	1 8 2 5	6 5	1 1	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2	1 1 5 5	1 1	6-114-
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General	1 1 3 3 10 2 6	4	1 7 7 7 2 1 1 1	1 8 2 5	6 5	1 1 1 1	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2 2	1 1 5 5 5 2 2 2	1 1 1	66 11 4
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown	1 1 3 3 10 2 6	4	1 7 7 7 2 1 1 1 2 2	1 8 2 5	1 6 5 1	1 1 1 1 1 2	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2 2 1	1 1 1 5 5 5 2 2 2	1 1 1 5	66 61 1 4
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer	1 1 3 3 10 2 6	4	1 7 7 7 2 1 1 1 2 2 1 1	1 8 2 5	1 6 5	1 1 1 1	2 1 1 5	1 1 1 5 1 3	1 1 1 1	2 2	1 1 5 5 5 2 2 2	1 1 1	66 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject Patdown - Flyer Patdown - General	1 1 3 3 10 2 6 1 1	4	1 7 7 7 2 1 1 1 2 2	1 8 2 5	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5	1 1 1 5 1 3 1 1 1	1 1 1 1 1 1 1	1 4 4	1 1 1 5 5 5 2 2 2 2	1 1 1 5 5 5	14:
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	1 1 3 3 10 2 6	4	1 7 7 7 2 1 1 1 2 2 1 1	1 8 2 5	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5 5	1 1 1 5 1 3	1 1 1 1	2 2 1	1 1 1 5 5 5 2 2 2 2	1 1 5 5 5 5 2	1
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	1 1 3 3 10 2 6 1 1	4	1 7 7 7 2 1 1 1 2 2 1 1	1 8 2 5	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5	1 1 1 5 1 3 1 1 1	1 1 1 1 1 1 1	1 4 4	1 1 1 5 5 5 2 2 2 2	1 1 1 5 5 5	2 2 8 8 8 8 8 6 4 11 4 8 7 7
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	1 3 3 10 2 6 1 1 1	2	1 7 7 7 2 1 1 1 1 2 1 1 1	1 8 2 5	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5 5	1 1 1 5 1 3 1 1 1	1 1 1 1 1 1 1 1 1 1	1 4 4	1 1 1 5 5 5 2 2 2 2	1 1 5 5 5 5 2	1
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I	1 1 3 3 10 2 6 1 1 1 mpairment Devices - Atta	4 4 2	1 7 7 7 2 1 1 1 1 2 1 1 1 1 2 2 1 1 1 1	1 8 2 5 5 1 2 2 2	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5 5	1 1 1 5 1 3 1 1 1	1 1 1 1 1 1 1	2 2 1 1 4 4 4 2 2	1 1 5 5 5 2 2 2 2	1 1 1 5 5 5	2 8 8 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 1 3 3 10 2 6 1 1 1 mpairment Devices - Atta	4 4 2	1 7 7 7 2 1 1 1 1 2 1 1 1 1 2 2 1 1 1 1	1 8 2 5 5 1 2 2 2	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5 5	1 1 1 5 1 3 1 1 1	1 1 1 1 1 1 1 2	1 4 4	1 1 5 5 5 2 2 2 2	1 1 1 5 5 5	2 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I	1 1 3 3 10 2 6 1 1 1 mpairment Devices - Atta r Necessary lolants (joint)	4 4 2	1 7 7 7 2 1 1 1 1 2 1 1 1 1 2 2 1 1 1 1	1 8 2 5 5 1 2 2 2	1 6 5 1	1 1 1 1 2 2	2 1 1 5 5 5	1 1 1 5 1 3 1 1 1	1 1 1 1 1 1 1 1 1 1	2 2 1 1 4 4 4 2 2	1 1 5 5 5 2 2 2 2	1 1 1 5 5 5	14 8 8 8 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1

					C) Data Too								
ories	10-Oct 1	11-Nov	12-Dec (	)1-Jan (	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchai	ir/ Scooter/ Se	egway				1	1						
Prohibited & Permitted Items			1		1			1	2	4			1
Prohibited & Permitted Items - Alcohol and	Tobacco									1	2		
Prohibited & Permitted Items - Beauty & Gr	rooming Items	3						1					
Prohibited & Permitted Items - Food/Bever	ages				1								
Prohibited & Permitted Items - General	_		1										
Prohibited & Permitted Items - Knives/Tool	ls/Razors/Sha	rp Objects							2				
Prohibited & Permitted Items - Liquids/Gels										2			
Prohibited & Permitted Items - Medication/		Aedically N	ecessary Ite	me						1			
						40	40	20	4.4			7	
Property - Special Handling	20	7	1	3	5	13	12	22	14	13			13
Property - Special Handling - Damaged Ite	1	1			1		2		1	2			1
Property - Special Handling - Damaged Ite	4	1		1	2	7	6	6	1		2	2	3
Property - Special Handling - Missing Iten	3	1	1			2	1	2	2	5	3	4	2
Property - Special Handling - Missing Item	12	4		2	2	4	3	14	10	6	6	1	64
Screening	8	2	5		3	5	7	3	7	5	3	4	5
Screening - Crew Member or Airline Emplo			1				1						
Screening - Inconsistency	1				1		2	1	2				
Screening - Lengthy Lines	'				'			1	2		1		
	7		2		0	-	4	1		4			
Screening - Procedures/Process	7	2	3		2	5	4		3	4		4	3
Screening - Retrieving Abandoned/Confisc			1							1			
2022	168	217	238	166	184								97
Additional Information Required/Insufficient Info	ormation			1									
Additional Information Required/Insufficient	t Information -	- EMAIL ON	NLY	1									
Airline	1	1	1		1								4
Airline - Policy/Regulations/Service	1	1	1		1								
Civil Rights	3	3	2		1								
S .	1	3			ı								
Civil Rights - National Origin													
Civil Rights - Perceived Religion	1												
Civil Rights - Racial Profiling or Discrimina	1	3	1		1								
Civil Rights - Sexual Orientation - Not Tran	nsgender		1										
Claims				1									
Claims - General				1									
Customer Service	14	20	21	14	9								7
Customer Service - Others	14	1	1	14	1								,
Customer Service - TSO	14	19	20	14	8								75
Expedited Passenger Screening Program	125	162	163	124	150								724
Expedited Passenger Screening Program	3												
Expedited Passenger Screening Program	7	26	10	6	10								59
Expedited Passenger Screening Program	114	135	153	118	140								660
Expedited Passenger Screening Program	1	1	100	110	110								2
	1	'		4									
Hazardous Materials Safety				1									
Hazardous Materials Safety - General	1			1									
HAZMAT Endorsement	1												
HAZMAT Endorsement - General	1												
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic	С	1	1										2
Locks					1								
Locks - Missing or Damaged Lock					1								
Lost and Found		3		1	'								4
Lost and Found - Airport/TSA		3		1									4
Mishandling of Passenger Property	1		7	1	4								13
Mishandling of Passenger Property - Dama	aged/Missing	ItemsC	1										
Mishandling of Passenger Property - Dam	1		6	1	4								12
No Jurisdiction	2		4	2	2								10
No Jurisdiction - No Referral					1								
	4		- 1		'								
No Jurisdiction - Refer to CBP	1		1										
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2									(
Notice of Violation/Civil Penalties					1								
Notice of Violation/Civil Penalties - General	al				1								
Patdown	1	6	5	3									1:
Patdown - Flyer	1	5	5	3									14
Patdown - Flyer as Observer		1											
Persons w/ Disabilities (PWD)	5		0	- 1	4								
` '		6	8	1	4								24
Persons w/ Disabilities (PWD) - Cancer (ge		1											
Persons w/ Disabilities (PWD) - Diapers/G	arments/D	1	1										2
Persons w/ Disabilities (PWD) - General	1		1		1								
Persons w/ Disabilities (PWD) - Hearing I	1	1											2
Persons w/ Disabilities (PWD) - Internal Me		S			1								
Persons w/ Disabilities (PWD) - Medically		1	2		1								
		'			'								
Persons w/ Disabilities (PWD) - Metal Impl			1										
Persons w/ Disabilities (PWD) - Mobility Di		1		1									
Persons w/ Disabilities (PWD) - Ostomy/O			1										
Persons w/ Disabilities (PWD) - Prosthesi	1												
Persons w/ Disabilities (PWD) - Respirato	2												
1 Clouds W/ Disabilities (1 WD) - Nespirate		1	1										
, , ,	-	edway .	1		1								
Persons w/ Disabilities (PWD) - Service Ar	ir/ Sconter/ Sc	-gway	1		1								
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelcha													
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items	1												
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge	1 1												
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling	1 1 9	4	13	9	4								
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge	1 1	4	13 4	9	4								
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling	1 1 9				1								39 9 4
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 1 9 3 1	1	4 2	1	1								9
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1 1 9 3 1 2	1	4 2 4	1	1 2								9 4 12
Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelchai Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	1 1 9 3 1	1	4 2	1	1								9

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	1	1	1	2									5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	3	9	11	6	6								35
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable	e Commun	1											1

						C) Data Tool								
gories		1-Nov	12-De						05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
F	22	38		54	35	42	28	14	26	33	31		31	386
2019					8	4	14	6	13	18	14	11	16	104
Advanced Imaging Technology (AIT)											1			1
Advanced Imaging Technology (AIT) - Flye	er										1			1
Civil Rights					1			1		1	1		2	6
Civil Rights - Age										1				1
Civil Rights - Racial Profiling or Discrimina					1			1			1		1	4
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der											1	1
Customer Service					1		3		1	4		1	4	14
Customer Service - Others									1	1				2
Customer Service - TSO					1		3			3		1	4	12
Locks								1	1	2				4
Locks - Missing or Damaged Lock								1	1	2				4
Mishandling of Passenger Property						2	3		1	3	3	3	4	19
Mishandling of Passenger Property - Dama	aged/Missing I	ItemsC	Checked	Baggage		2	2		1	2	3	3	2	15
Mishandling of Passenger Property - Disarr	rayed Items0	Carry-on	or Chec	cked			1			1			2	4
Patdown					2				1	1	2	2	1	9
Patdown - Flyer					2				1	1	2	2	1	9
Persons w/ Disabilities (PWD)							1			2	2	1	1	7
Persons w/ Disabilities (PWD) - Autism Sp	ectrum									1				1
Persons w/ Disabilities (PWD) - General													1	1
Persons w/ Disabilities (PWD) - Medical De	evices - Attacl	hed to th	ne Body									1		1
Persons w/ Disabilities (PWD) - Medically				edical Supp	lies						1			1
Persons w/ Disabilities (PWD) - Metal Impl		Jaioatioi	Turiu Wio	aloui oupp	100						1			1
Persons w/ Disabilities (PWD) - Mobility Di		Wheelch	air or So	cooter)						1	'			1
Persons w/ Disabilities (PWD) - Mobility Di				wolci j			1			1				1
Property - Special Handling	aramputees at	iu vasis	,		2	1	6	3	6	2	4	1	2	27
	me - Corni O					1	4	3			4	ļ.		
Property - Special Handling - Damaged Ite							1		1					2
Property - Special Handling - Damaged Ite		1					1		1	2	2			6
Property - Special Handling - Missing Items						4	1	1			1		2	5
Property - Special Handling - Missing Items	s - Checked				2	1	3	2	4		1			14
Screening					1	1	1	1	3	3	1	3	2	16
Screening - Inconsistency										1				1
Screening - Lengthy Lines								1						1
Screening - Procedures/Process					1	1	1		3	2	1	3	2	14
TSA Contact Information					1									1
TSA Contact Information - General					1									1
2020	7	11		15	10	9	5	1	3	6	4	2		73
Civil Rights	1				1									2
Civil Rights - Constitutional Rights	1													1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der			1									1
Customer Service		1		3	1	1		1		1		1		9
Customer Service - TSO		1		3	1	1		1		1		1		9
Locks									1			1		2
Locks - Missing or Damaged Lock									1			1		2
Mishandling of Passenger Property	1	4		2	3	5	1		1	1	1			19
Mishandling of Passenger Property - Dam	1	3		1	3	4	1		1	1				15
Mishandling of Passenger Property - Dama						1	- '		'	!	1			2
Mishandling of Passenger Property - Disarr		1		1	•	- '								2
Patdown	1	2		2			1							6
							1							
Patdown - Flyer	1	2		2	4	4	1							6
Persons w/ Disabilities (PWD)	(D. )	1		2	1	1	1							6
Persons w/ Disabilities (PWD) - Cognitive				1										1
Persons w/ Disabilities (PWD) - Medically		edication	n and Me		1	1								2
Persons w/ Disabilities (PWD) - Ostomy/O				1										1
Persons w/ Disabilities (PWD) - Service Ar		1												1
Persons w/ Disabilities (PWD) - Wheelchai	ir/ Scooter/ Se	egway					1							1
Property - Special Handling	1	1		5	2	1	1		1	4	3			19
Property - Special Handling - Damaged Ite	ms - Carry-Or	1								1				1
Property - Special Handling - Damaged Ite	1									1				2
Property - Special Handling - Missing Items	s - Carry-On			2	1	1	1			1				6
Property - Special Handling - Missing Items		1		3	1				1	1	3			10
Screening	3	2		1	2	1	1							10
Screening - Inconsistency		1												1
Screening - Military					1									1
Screening - Procedures/Process	2	1		1		1	1							6
Screening - Security Breach	1				1									2
2021	3	4		4	5	7	9	7	10	9	13	19	15	105
Civil Rights		-		•	-	1	•			1		13		3
Civil Rights - Constitutional Rights										1		1		1
Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimina	tion					1				1		1		2
Claims - Racial Profiting of Discrimina	u011				1	1						1		1
					1									
Claims - General				1	- 1	0			^		_		•	1
Customer Service				1		2		3	2	2	3	3	2	18
Customer Service - TCC				1						_	-	-	_	1
01						2		3	2	2	3		2	17
Customer Service - TSO							1	4	3	5	5	9		33
Expedited Passenger Screening Program							- 1	1	3		- 0	9	9	
Expedited Passenger Screening Program Expedited Passenger Screening Program -							'	1	3	1	J		9	1
Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program -	TSA Applicat		gram									1		1
Expedited Passenger Screening Program Expedited Passenger Screening Program -	TSA Applicat		gram				1	1	3		5	1	9	1
Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program -	TSA Applicat		gram							1		1		1
Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program -	TSA Applicat		gram							1		1	9	1 1 31
Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Hazardous Materials Safety	TSA Applicat		gram			1				1		1	9	1 1 31 1
Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Hazardous Materials Safety Hazardous Materials Safety - General	TSA Applicate TSA PreChe		gram			1 1				1		1	9	1 1 31 1
Expedited Passenger Screening Program Expedited Passenger Screening Program - Expedited Passenger Screening Program - Expedited Passenger Screening Program - Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements	TSA Applicate TSA PreChe		gram							1		1	9	

gories 1	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	10-061	1 1-NOV	12-Dec			<b>03-Mar</b>	и4-Арг	UD-IVIAY	ขอ-วนก	07-Jui 1		ua-sep	Total
Mishandling of Passenger Property - Damage	od/Missing	Itomo I	_		1	1				- 1	1		
Mishandling of Passenger Property - Damage								1			- 1		
Patdown	yeu items	Carry-or	TOI CHECKE	. 2			1					1	
Patdown - Flyer							1					1	
Persons w/ Disabilities (PWD)			1			2	1	1			1	1	
Persons w/ Disabilities (PWD) - General			1					- 1			- 1		
Persons w/ Disabilities (PWD) - Medical Dev	ices - Attac	hed to t						1					
Persons w/ Disabilities (PWD) - Medically Ne				ral Sunnlies							1		
Persons w/ Disabilities (PWD) - Mobility Disa						1							
Persons w/ Disabilities (PWD) - Prosthesis/A				101)		1							
Property - Special Handling	2	1			1	3	2	2	1	2	1	1	
Property - Special Handling - Damaged Items						0		1		1		1	
Property - Special Handling - Damaged Ite	1	1			1	1	1	'	1	'	'	'	
Property - Special Handling - Missing Item	1	'				2	1	1	'	1			
Request for Assistance	'						'	'			1		
Request for Assistance - Non-Persons w/ Dis	sabilities (P	WD)									1		
Screening	, 00,,,,,	2	)	1	1	2		1		1		1	
Screening - Inconsistency					1						1	1	
Screening - Lengthy Lines					•			1				•	
Screening - Procedures/Process		2	)	1		2				1	1		
2022	12	23			22								10
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimination	n			1									
Customer Service	1	1	5	4	1								1
Customer Service - TSO	1	1			1								
Expedited Passenger Screening Program	9	19	) 21	6	17								7
Expedited Passenger Screening Program - D	0oD	1			1								
Expedited Passenger Screening Program - T		5	5 1	1	1								
Expedited Passenger Screening Program	9	12	2 18	5	15								
Expedited Passenger Screening Program - T	SA/DHS	1											
Identification (ID) Requirements			2										
Identification (ID) Requirements - Domestic			2										
Mishandling of Passenger Property			1		1								
Mishandling of Passenger Property - Disarray	yed Items	Carry-or	n 1		1								
No Jurisdiction	1												
No Jurisdiction - Refer to Other	1												
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Wheelchair/	Scooter/	1											
Property - Special Handling			1	1	1								
Property - Special Handling - Damaged Items	s - Carry-O	n		1									
Property - Special Handling - Missing Items -	Checked		1		1								
Screening	1	2	2 4		2								
Screening - Lengthy Lines			2										
Screening - Opposite Gender			1										
Screening - Procedures/Process	1	2	2 1		2								

			ISA Conta	ct Center (	ICC) Data	1001 - FOI <i>F</i>	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	2	1	1	1	3		1	1	1	2	2	1	16
2019				1	2		1	1	1	2	1	1	10
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property					1				1	2	1		5
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage					1	2	1		4
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d	1								1
Property - Special Handling				1	1			1					3
Property - Special Handling - Missing Item	ns - Carry-O	n		1									1
Property - Special Handling - Missing Item	ns - Checke	d			1			1					2
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program	- TSA PreC	Check									1		1
2022	2	1	1		1								5
Civil Rights	1												1
Civil Rights - Headwear	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	1			1								3
Expedited Passenger Screening Program	1	1			1								3

			TSA Conta	ct Center (	ГСС) Data Т	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ОТН		1	1	3	2		1		3	3	1	2	17
2019					1					1	1		3
Mishandling of Passenger Property					1					1	1		3
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage	1					1			2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d							1		
2020			1	2	1				1	1			f
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender							1				
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage	1								
Patdown				1									
Patdown - Flyer				1									
Property - Special Handling			1	1						1			
Property - Special Handling - Damaged It	ems - Check	ked	1	1									
Property - Special Handling - Missing Iten	ns - Checke	d								1			
2021				1			1		2	1		2	-
Customer Service				1									1
Customer Service - TSO				1									
Expedited Passenger Screening Program												2	- :
Expedited Passenger Screening Program	- TSA PreC	heck										2	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage					1				
Property - Special Handling							1		1	1			(
Property - Special Handling - Damaged It	ems - Check	ked					1			1			2
Property - Special Handling - Missing Iten	ns - Checke	d							1				1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

			I SA CUIILA	ct Center (	i oo, bata	1001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTZ	1		1						1			1	4
2019									1			1	2
Civil Rights									1				1
Civil Rights - Age									1				1
Screening												1	1
Screening - Retrieving Abandoned/Confis	cated Items											1	1
2021	1												1
Screening	1												1
Screening - Lengthy Lines	1												1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA PreC	Check	1										1

			I OA OOIII	ct Octitet (	OO, Data	1001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OWB		1		2				1	1				5
2019				1				1	1				3
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	1									
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d				1					
Screening									1				
Screening - Procedures/Process									1				
2020		1											
Property - Special Handling		1											
Property - Special Handling - Missing Iten	ns - Checke	1											
2021				1									1
Customer Service				1									
Customer Service - TSO				1									1

pories	10-Oct 11-	TS Nov	12-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
E	3	3	8	4	4	2		1	5	6	10	3	Total
2019		J	0	-	-		3	1	5	5	9	3	
Advanced Imaging Technology (AIT)									<u> </u>	J	1	<u> </u>	•
Advanced Imaging Technology (AIT) - Flye	ar .										1		
Customer Service	51							1	1		3	1	
Customer Service - Others								- 1	- 1		1	- 1	
Customer Service - Others  Customer Service - TSO								1	1		2	1	
Mishandling of Passenger Property								- 1	- 1	1		1	
Mishandling of Passenger Property - Dam	agad/Missing Ita	me Che	okod Pagga	70						1		1	
Patdown	aged/Missing ite	11130116	cked baggaç	Je .			1		1	1		1	
Patdown - Flyer							1		1	1		1	
Persons w/ Disabilities (PWD)							I		1	1	2		
	mnairmant									1	1		
Persons w/ Disabilities (PWD) - Hearing In									4		1		
Persons w/ Disabilities (PWD) - Internal M			and Mardianal O						1	4			
Persons w/ Disabilities (PWD) - Medically			ind Medical S	upplies						1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ Seg	way							0		1		
Property - Special Handling	0								2				
Property - Special Handling - Missing Item									1				
Property - Special Handling - Missing Item	is - Checked								1				
Screening							2			2	3		
Screening - Crew Member or Airline Emplo	oyee						1						
Screening - Procedures/Process							1			2	3		
2020	1	3	4	3	3								
Civil Rights		1		1									
Civil Rights - Age		1		1									
Customer Service					1								
Customer Service - TSO					1								
Mishandling of Passenger Property		1	1		1								
Mishandling of Passenger Property - Dam		1	1										
Mishandling of Passenger Property - Disar	rrayed ItemsCa	rry-on o	r Checked		1								
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)				1								
Property - Special Handling	1		2	1									
Property - Special Handling - Damaged Ite	ems - Carry-On			1									
Property - Special Handling - Missing Item	1		2										
Screening		1	1	1									
Screening - Procedures/Process		1	1	1									
2021	1					2				1	1		
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program	- TSA PreCheck					1							
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on o	r Checked			1							
Patdown										1			
Patdown - Flyer										1			
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
2022	1		4	1	1								
Expedited Passenger Screening Program	1		2	1	1								
Expedited Passenger Screening Program	1		2	1	1								
Patdown	•		2	•									
			_										

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH		1		2				1			1		5
2019											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2020				2									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast C	ancer			1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ms - Checke	d		1									1
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	ed				1					1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG		1		1	1		1		1	2	2		9
2019				1	1				1				3
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling				1					1				2
Property - Special Handling - Missing Iter	ns - Checke	d		1					1				2
2021							1			2	2		5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram				1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	ressings/Ma	asks								2		2
Screening										1			1
Screening - Procedures/Process										1			1
2022		1											1
Screening		1											1
Screening - Procedures/Process		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	49	78			114	54	57	51	51	46	36		776
2019				16	21	26	22	23	17	26	15	7	173
Civil Rights				1		2	1	2	1	2	1		10
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns Civil Rights - National Origin								1			1		<u></u> 1
Civil Rights - Perceived Religion										1	'		1
Civil Rights - Racial Profiling or Discrimina	ation			1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity		ender				1							1
Customer Service				2	4	7	5	1	1	3	2	1	26
Customer Service - TSO				2	4	7	5	1	1	3	2	1	26
Locks						4	1	1	1	1			8
Locks - Missing or Damaged Lock						4	1	1	1	1			8
Lost and Found  Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				5	8	3	4	4	9	5	1	1	40
Mishandling of Passenger Property - Dam	ı naged/Missino	ltemsC	Carry-on Luc				-	-		2		1	4
Mishandling of Passenger Property - Dam					7	3	4	4	7	2	1		32
Mishandling of Passenger Property - Disa					1				2	1			4
Patdown				1			1			2			4
Patdown - Flyer				1			1			1			3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	 			1		2	3	1		2	1	1	11
Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes						- 1	1						
Persons w/ Disabilities (PWD) - Hearing I												1	1
Persons w/ Disabilities (PWD) - Mobility [		Wheelch	nair or Scoo	ter)							1		1
Persons w/ Disabilities (PWD) - Prosthesi										1			1
Persons w/ Disabilities (PWD) - Touch Av							1			1			2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway		1		1	1	1					4
Property - Special Handling				6	4	6	6	8	3	6	6		
Property - Special Handling - Damaged It  Property - Special Handling - Damaged It				2		1 1	1		2	1 2	2	2	5 9
Property - Special Handling - Damaged to				1	2	ı		2	1	1		1	8
Property - Special Handling - Missing Iten				3	2	4	5	6	'	2	4		27
Screening					5	2	1	6	2	4	4		24
Screening - Crew Member or Airline Empl	loyee					1							1
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process					4		1	6	1	4	3		19
Screening - Security Breach	13	20	31	28	33	18	1	4	7	7	2	8	1 172
Civil Rights	13	20	, JI	20	2	10		*	1				4
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimina	ation					1							1
Civil Rights - Screening of Religious Cultu	ural and Cere	monial Ite	ems		1								1
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Customer Service	1	3			8	4		3	1			1	32
Customer Service - Others			1					1					2
Customer Service - TSO	1	1	5	5	8	4		2	1	- 1		1	30
Locks Locks - Missing or Damaged Lock	1	1		1	1	1 1				1		1	7
Lost and Found	1			I	1	ı						ı	1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4	5	10	9	9	8			1	1		2	
Mishandling of Passenger Property - Dam	3	4	10	9	8	7			1	1		2	45
Mishandling of Passenger Property - Disa	1	1			1	1							4
Patdown	2			1		1						1	5
Patdown - Flyer	1			1		1						1	4
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1	3	5 1	3	4								1 12
Persons w/ Disabilities (PWD) - Cancer (c		3		3	4								12
Persons w/ Disabilities (PWD) - Diabetes	,			1									1
Persons w/ Disabilities (PWD) - Internal N		es		1									1
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelch	nair or Scoo	t 1	2								3
Persons w/ Disabilities (PWD) - Ostomy/0	1												1
Persons w/ Disabilities (PWD) - Prosthesi					1								1
Persons w/ Disabilities (PWD) - Touch Av	- "		1										1
Persons w/ Disabilities (PWD) - Wheelcha		2			1	4	4				4		3
Property - Special Handling	4 Corn.	5			6	1	1		3	3	1	2	
Property - Special Handling - Damaged It  Property - Special Handling - Damaged It		Jn 3	2		2				1	1		2	15
Property - Special Handling - Damaged III  Property - Special Handling - Missing Iten		3			2		1		1	1			7
Property - Special Handling - Missing Iten			. 6		2	1			2	1	1		17
Screening		3			2	2		1	1	2	1	1	19
Screening - Crew Member or Airline Empl	loyee					1							1
Screening - Procedures/Process		3			2	1		1	1	2	1		15
Screening - Security Breach	_		1								-	1	3
2021	6	8	7		12		34	24	27	13	19	27	197
Civil Rights Civil Rights - Age				1		2 1	2	1					6
Civil Rights - Age  Civil Rights - Constitutional Rights						I	1						<u>1</u>
Civil Rights - Racial Profiling or Discrimina	ı ation			1		1	1	1					4
Claims			1										1
Claims - General			1										1
	-												

pories	10 Oct				CC) Data To		04 8	OE Mari	06 1	07 11	00 4	00 600	Tatal
	10-Oct	11-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1	1	2	7	2	3	7	6	6	2	1	3	
Customer Service - Others							1						
Customer Service - TSO	1	1	2	7	2	3	6	6	6	2	1	3	
Expedited Passenger Screening Program			1		3	4	17	9	12	9	16	18	
Expedited Passenger Screening Program	- DoD						1						
Expedited Passenger Screening Program		ation Prog	ram		1			1	1			1	
Expedited Passenger Screening Program			1		2	4	16	8	11	9	15	17	
Expedited Passenger Screening Program							10	0			1		
	100/01101	Lilipioyees	- Opt III								- '		
Locks													
Locks - Missing or Damaged Lock	1												
Lost and Found							1	1					
Lost and Found - Airport/TSA							1	1					
Mishandling of Passenger Property		2	1					1	1				
Mishandling of Passenger Property - Dama	aged/Missir	2	1					1	1				
No Jurisdiction					1								
No Jurisdiction - Refer to Other					1								
No Subject			1		'								
No Subject - General			1										
Patdown	1						1	1	2				
Patdown - Flyer	1						1		2				
Patdown - Flyer as Observer								1					
Persons w/ Disabilities (PWD)	1				1		3	1				2	
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - General												1	
` '	A											1	
Persons w/ Disabilities (PWD) - Internal M	Landaria Arti	also de 19	- Darler		4								
Persons w/ Disabilities (PWD) - Medical D					1								
Persons w/ Disabilities (PWD) - Medically							2					1	
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	t Wheelcha	air or Scoot	er)				1					
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Firearm/Am	munition		1										
Property - Special Handling	1	4		1	1	1	1	4	3	2	1	2	
Property - Special Handling - Damaged Ite							1	1	- 0		- '		
							1						
Property - Special Handling - Damaged Ite		2			1			1		1	1		
Property - Special Handling - Missing Item	s - Carry-On								1	1			
Property - Special Handling - Missing Item	1	2		1		1		2	2			2	
Screening	1	1		1	4		2		3		1	2	
Screening - Inconsistency					1								
Screening - Procedures/Process	1	1		1	3		2		3		1	2	
2022	30	50	75	31	48								2
Civil Rights		- 00	,,	1	1								
9				- 1									
Civil Rights - Age	4				1								
Civil Rights - Racial Profiling or Discrimina				1									
Customer Service	5	8	7	5	3								
Customer Service - CSM		1											
Customer Service - TSO	5	7	7	5	3								
Expedited Passenger Screening Program	22	39	58	20	36								
Expedited Passenger Screening Program		1	7	1	1								
Expedited Passenger Screening Program	22	38	51	19	35								
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domesti	С		1										
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Lost and Found - Amport/TSA I													
			1										
Mishandling of Passenger Property	aged/Missing	n Items C	1										
Mishandling of Passenger Property  Mishandling of Passenger Property - Dame	aged/Missino		1										
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction	aged/Missino	1	1										
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other	aged/Missino		1										
Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	aged/Missino	1	1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other	aged/Missino	1	1		1 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dam No Jurisdiction No Jurisdiction - Refer to Other Patdown	aged/Missino	1	1 1	1									
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD)		1 1		1									
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir	npairment	1 1	3										
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In	npairment lants (joint)	1 1	3										
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D	npairment lants (joint) isability (No	1 1	3 1 1										
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O	npairment lants (joint) isability (Not istomates	1 1 1	3										
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave	npairment lants (joint) isability (Not istomates ersion (pair	1 1	3 1 1 1	1	1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O	npairment lants (joint) isability (Not istomates	1 1 1	3 1 1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dame No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	npairment lants (joint) isability (Not istomates ersion (pair	1 1 1	3 1 1 1	1	1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	npairment lants (joint) isability (Not istomates ersion (pair 3	1 1 1	3 1 1 1 1 4 1	3	4 2								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	mpairment lants (joint) isability (Not istomates ersion (pair 3 1	1 1 1	3 1 1 1 1 4	3	1								
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama No Jurisdiction  No Jurisdiction - Refer to Other  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Hearing In  Persons w/ Disabilities (PWD) - Metal Imp  Persons w/ Disabilities (PWD) - Mobility D  Persons w/ Disabilities (PWD) - Ostomy/O  Persons w/ Disabilities (PWD) - Touch Ave  Property - Special Handling  Property - Special Handling - Damaged Ite  Property - Special Handling - Damaged Ite	mpairment lants (joint) isability (Not istomates ersion (pair 3 1 1	1 1 1 t Wheelch	3 1 1 1 1 1 4 1 1 2	3	1 4 2 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	mpairment lants (joint) isability (Not istomates ersion (pair 3 1 1	1 1 1 t Wheelch	3 1 1 1 1 4 1	3 1 1 1 1	1 4 2 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item	npairment lants (joint) isability (Noi istomates ersion (pair 3 1 1 1 s - Checked	1 1 1 t Wheelch	3 1 1 1 1 1 4 1 1 2	3	1 4 2 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	npairment lants (joint) isability (Noi istomates ersion (pair 3 1 1 1 s - Checked	1 1 1 t Wheelch	3 1 1 1 1 1 4 1 1 2	3 1 1 1 1	1 4 2 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/O Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item	npairment lants (joint) isability (Noi istomates ersion (pair 3 1 1 1 s - Checked	1 1 1 t Wheelch	3 1 1 1 1 1 4 1 1 2	3 1 1 1 1	1 4 2 1								

Catagorias	40.0-4	44 Nass				00l - FOIA		OF Mari	00 1	07 1	00 4	00 0	Tatal
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	104	108	119	131	96	72	57	69	102	116	100	115	1,189
2019				31	22	37	28	37	47	44	35	39	320
Civil Rights				3	1	1		1	1	1	1	1	10
Civil Rights - Headwear								1					1
Civil Rights - Racial Profiling or Discrimin				1	1					1	1		4
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1					1				2
Civil Rights - Transgender Screening				1		1						1	3
Customer Service				6	2	4	8	11	4	10	8	8	61
Customer Service - Others										2	1		3
Customer Service - TSO				6	2	4	8	11	4	8	7	8	58
Locks				2			1		1		1	1	6
Locks - Missing or Damaged Lock				2			1		1		1	1	6
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				6	6	4	3	8	15	12	11	13	78
Mishandling of Passenger Property - Dam	l naged/Missin	a Itame C	Carry on Lug		1			0	1	12	- 11	4	6
Mishandling of Passenger Property - Dam		•		5	5	4	2	8	10	11	9	6	60
Mishandling of Passenger Property - Disa	-	~		1	0	4	1	0	4	1	2	3	12
	irrayeu items İ	Carry-or	TOI CHECKET	- 1	0			2	4	1	1	3	
Patdown					2		1	3					12
Patdown - Flyer					2	•	1	3	4	1	1		12
Persons w/ Disabilities (PWD)				3	6	3	1	3	6	4	5	2	33
Persons w/ Disabilities (PWD) - Autism S										1			1
Persons w/ Disabilities (PWD) - Breast Ca										1			1
Persons w/ Disabilities (PWD) - Cancer (g	,			1					1				2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disability		1								1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	essings/M	asks						1				1
Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1								1
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ached to tl	he Body		1			1					2
Persons w/ Disabilities (PWD) - Medically				al Supplies	1			2	2		3		8
Persons w/ Disabilities (PWD) - Metal Imp				1			1						2
Persons w/ Disabilities (PWD) - Mobility [		t Wheelch	nair or Scoot	1	1	1			1	1		1	6
Persons w/ Disabilities (PWD) - Prosthesi												1	1
Persons w/ Disabilities (PWD) - Touch Av											1		1
Persons w/ Disabilities (PWD) - Wheelch						1			1				2
Property - Special Handling		ocgway		10	3	15	9	8	10	6	5	10	76
Property - Special Handling - Damaged It	eme - Carry	On		10	2	2	9	0	2	2	1	10	10
Property - Special Handling - Damaged It				<u></u>			1	4			1	1	
						3		1	1		1		9
Property - Special Handling - Missing Item				3		2	4	4	3			1	17
Property - Special Handling - Missing Iten	ns - Checked I			5	1	8	4	3	4	4	3	8	40
Screening				1	2	10	5	3	6	10	3	3	43
Screening - Inconsistency				1		2			1		1	1	6
Screening - Lengthy Lines									1	1			
													2
Screening - Procedures/Process					2	5	5	3	4	8	2	1	30
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	cated Items				2	1	5	3			2		30
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach						1 2			4	1		1	30 2 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	cated Items	31	36	32	2 22	1	5 3	3		8	11		30 2 3 <b>256</b>
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2020 Advanced Imaging Technology (AIT)	31	31	36	1		1 2			4	1		1	30 2 3 <b>256</b> 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	31				22	1 2			10	1		1	30 2 3 <b>256</b> 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2020 Advanced Imaging Technology (AIT)	31	31		1		1 2			4	1		1	30 2 3 <b>256</b> 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	31			1	22	1 2			10	1		1	30 2 3 <b>256</b> 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	31		. 2	1	22	1 2			10	1		1	30 2 3 <b>256</b> 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	<b>31</b> ver 1		. 2	1	22	1 2			10	1	11	1	30 2 3 <b>256</b> 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion	ver 1	4	2 1	1	22	1 2			10 3	1	11	1 27	30 2 3 <b>256</b> 1 1 14 14
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	ver 1	4	2	1	22	1 2			10 3	1	11	1 27	30 2 3 256 1 1 14 1 1 1 5
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	ation - Not Trans 1	2	2 1	1 1 1	22	1 2			10 3	1	11 1	1 1	30 2 3 256 1 1 14 1 1 5 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	er 1 ation - Not Transs	2 1 1 8	1 7	1 1	22	1 2 23	3		10 3	1	11 1 5	1 27	30 2 3 256 1 1 14 1 1 5 3 4
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	ation - Not Trans(	2 1 1 8	1 7	1 1 1 1 1 1 4	22	1 2 23	3		10 3	1	11 1 1 5 2	1 27	30 256 1 1 14 1 1 5 3 4 37
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	ation - Not Trans 1	2 1 1 8	1 7	1 1 1	22	1 2 23	3		10 3	1	11 1 5	1 1	30 2 3 256 1 1 14 1 5 3 4 37 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	31   rer   1   ation   - Not Trans(   1   6   6	2 1 1 8 1	2 1 1 1 7	1 1 1 1 1 1 4 4 4	22	1 2 23	3		10 3	1	11 1 1 5 2	1 27	30 2 3 256 1 1 14 1 1 5 3 4 37 3 3 4 37
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	31   rer   1   ation   - Not Trans(   1   6   6	2 1 1 8 1	2 1 1 1 7	1 1 1 1 4 4 1 1	22	1 2 23	3		10 3	1	11 1 1 5 2	1 27	30 2 3 256 1 1 14 1 5 3 4 37 3 3 44 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Matc	31   rer   1   ation   - Not Trans(   1   6   6	2 1 1 8 1	2 1 1	1 1 1 1 4 4 1 1 1	22	1 2 23	3		10 3	1	11 1 1 5 2	1 27 1 1 2 2 2 1	30 2 3 256 1 1 14 1 1 5 3 4 37 3 34 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Stander/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks Locks - Missing or Damaged Lock	31   rer   1   ation   - Not Trans(   1   6   6	2 1 1 8 1	2 1 1	1 1 1 1 4 4 1 1	22	1 2 23	3		10 3	8 1 <b>26</b>	11 1 1 5 2	1 1 2 2 2	30 256 1 14 14 15 3 4 37 3 34 1 1 1 3
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found	31   rer   1   ation   - Not Trans(   1   6   6	2 1 1 8 1	2 1 1	1 1 1 1 4 4 1 1 1	22	1 2 23	3		10 3	8 1 <b>26</b>	11 1 1 5 2	1 27 1 1 2 2 2 1	30 2 3 256 1 1 1 1 1 1 5 3 3 4 4 37 3 3 34 4 1 1 3 3 3 2 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ation - Not Trans(  1 6 6 hing Ticket a	2 1 1 8 1 7	2 1 1 7 7 7 ing Pass Iss 1 1	1 1 1 1 4 4 1 1 1 1 1 1	1	1 2 23 4 4	1	4	10 3 2 1	26 26	11 1 1 5 2 3	1 27 1 1 2 2 2 1 1 1	30 256 1 1 14 1 1 5 3 4 37 3 3 4 1 1 1 1 3 3 3 2 2 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	ation - Not Trans 1 6 6 hing Ticket a	4 2 1 1 8 1 7 7 and Boardi	2 1 1 2 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1	1 1 1 1 4 4 1 1 1 1	22	1 2 23 4 4	3		10 3	2 2 2 2 5	11 1 1 5 5 2 3	1 27 1 1 2 2 2 1 1 1 9	30 2 3 256 1 1 1 4 1 1 5 3 4 37 3 3 4 1 1 1 1 3 3 2 2 72
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation - Not Trans 1 6 6 hing Ticket a	4 2 2 1 1 1 8 8 1 1 7 7 ind Boardi	2 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 2 23 4 4 4	1 1	4	3 2 1	26 26 26 2 2 2 5	11 1 1 5 2 3 3	1 27 1 1 2 2 2 2 1 1 1 9 1 1	30 2 3 256 1 1 14 1 1 5 3 4 37 3 3 4 1 1 1 1 3 2 2 72
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Facial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation - Not Trans 1 6 6 hing Ticket a	4 2 1 1 8 1 7 and Boardi	2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8 7	1 2 23 4 4 4 7	1	4	10 3 2 1	26 26 2 2 2 2 5 2 2	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 2 1 1 1 5	30 256 1 14 14 15 3 4 37 3 34 1 1 1 2 7 2 9 47
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation - Not Trans 1 6 6 hing Ticket a	4 2 1 1 8 1 7 and Boardi 4 1 1 2	2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 8 8 7	1 2 23 4 4 4	1 1	4	3 2 1	26 26 22 2 2 2 1	11 1 1 5 2 3 3	1 27 1 1 2 2 2 2 1 1 1 9 1 1	30 256 1 14 14 15 3 4 37 3 34 1 1 1 3 2 2 7 2 9 47 16
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ation - Not Trans 1 6 6 hing Ticket a	4 2 1 1 8 1 7 1 1 1 4 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 7 7 7 ing Pass Iss 1 1 1 1 2 1 2 1 8 3 3 2	1 1 1 1 4 4 1 1 1 1 1 1 1 1 1	1 1 8 7 1 1	1 2 23 4 4 4 7	1 1	4	3 2 1	26 26 2 2 2 2 2 1 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 2 1 1 1 5	30 256 1 14 14 15 3 4 37 3 34 1 1 3 3 2 2 72 9 47 16 8
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Matc Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ation - Not Trans 1 6 6 hing Ticket a 8 agged/Missil 6 2	4 2 1 1 8 8 1 7 7 ind Boardi 4 1 2 2 1 1 1	2 1 1 2 7 7 7 12 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 7 1 1	1 2 23 4 4 4 3	1 1	4	3 2 1	26 26 2 2 2 2 2 1 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 2 1 1 1 5	30 2 3 256 1 1 14 1 1 5 3 4 37 3 34 1 1 1 2 2 72 9 47 16 8 8 16 16 16 17 17 18 18 18 18 18 18 18 18 18 18
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	ation - Not Trans 1 6 6 hing Ticket a 8 naged/Missin 6 2 2 p/Developme	4 2 1 1 8 8 1 7 7 ind Boardi 4 1 2 2 1 1 1	2 1 1 2 7 7 7 12 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 7 1 1	1 2 23 4 4 4 4 4 11 1 1 7 3 3 1 1	1 1	4	3 2 1	26 26 2 2 2 2 2 1 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 2 1 1 1 5	30 256 1 14 14 15 3 4 37 3 34 1 1 3 2 72 9 47 16 8 8 16 1
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service A	ation - Not Trans 1 6 6 hing Ticket a  aged/Missin 6 2 // Developmen / Necessary Disability (No 1 1 air/ Scooter/	4 1 2 1 1 1 1 1 1 2 2 1 1 1 1 1 2 2 2 1	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	22 1 1 1 1 1 1 5	1 2 23 4 4 4 4 4 11 1 1 7 3 3 1 1	1 1	4	3 2 1	26 26 2 2 2 2 2 1 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 2 1 1 1 5	30 256 1 14 14 15 3 4 37 3 34 1 1 1 3 3 2 2 72 9 47 16 8 8 8 16 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Ser	ation - Not Trans 1 6 6 hing Ticket a  saged/Missi 6 2 //Development / Necessary Disability (No 1 air/ Scooter/	4 1 2 2 1 1 1 1 1 1 1 2 2 2 2 2 1 1 1 1	2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1	22 1 1 1 1 1 5	1 2 23 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1	10 3 2 1	2 2 2 5 2 2 1 3 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 1 1 1 5 3 3	30 256 1 14 14 15 3 34 4 37 3 34 1 1 1 2 9 47 16 8 8 16 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items	ation - Not Trans 1 6 6 hing Ticket a  8 aged/Missil 6 2 2 b/Development r Necessary Disability (No 1 1 air/ Scooter/	4 1 2 2 1 1 1 1 2 2 1 1 1 1 1 2 2 2 2 2	2 1 1 1 7 7 7 7 7 7 7 7 7 10 Pass Iss 1 1 1 2 2 2 2 2 2 tal Disability 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	22 1 1 1 1 1 1 5	1 2 23 4 4 4 4 4 11 1 1 7 3 3 1 1	1 1	4	3 2 1	2 2 2 5 2 2 1 3 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 2 1 1 1 5	30 2 3 256 1 1 14 1 1 5 3 3 4 37 3 34 1 1 1 3 3 2 2 72 9 47 16 8 8 8 16 1 1 2 1 1 1 2 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - ID Mato Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Ser	ation - Not Trans 1 6 6 hing Ticket a  8 agged/Missir 6 2 2 a/Developme mpairment / Necessary Disability (No 1 1 air/ Scooter/ mmunition 9 ems - Carry	4 1 2 2 1 1 1 1 1 1 1 2 2 2 2 2 1 1 1 1	2 1 1 2 1 1 2 1 1 2 2 2 2 2 2 1 1 1 1 1	1 1 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1	22 1 1 1 1 1 5	1 2 23 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1	10 3 2 1	2 2 2 5 2 2 1 3 3	11 1 1 5 2 3 3 1 1	1 27 1 1 2 2 2 1 1 1 5 3 3	30 256 1 14 14 15 3 34 4 37 3 34 1 1 1 2 9 47 16 8 8 16 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1

					) Data Too								
Categories	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	2	2	1		1					2			8
Property - Special Handling - Missing Iten	2	3	6	3	1	3			2	5		2	27
Screening	5	5	3	4	5	3	1	1	3	3	2	7	42
Screening - Inconsistency	1	1			1								3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	3	3	4	2	3	1	1	3	3	2	7	36
Screening - Retrieving Abandoned/Confis	cated Items				1								1
Screening - Security Breach		1											1
2021	16	14	8	11	10	12	26	28	45	46	54	49	319
Additional Information Required/Insufficient In	formation							1					
Additional Information Required/Insufficie		EMAIL ONL	Υ					1					1
Civil Rights			2			2	1	1	2	1		3	12
Civil Rights - Racial Profiling or Discrimin	ation					2	1			1		2	(
Civil Rights - Sex/Gender/Gender Identity		der	1						2				
Civil Rights - Sexual Orientation - Not Tra			1										
Civil Rights - Transgender Screening								1				1	
Claims								1					
Claims - General								1					
Customer Service	2	3	1	3	5	4	3	4	7	7	6	6	5
Customer Service - TSO	2	3	1	3	5	4	3	4	7	7	6	6	5
		3	1	1	2	2	10	14	15	22	33	35	
Expedited Passenger Screening Program	DoD		· ·	1			10		10	22	33	33	13
Expedited Passenger Screening Program							-	2	4		0	-	
Expedited Passenger Screening Program				4	0	0	1	3	1	00	2	3	10
Expedited Passenger Screening Program			1	1	2	2	8	9	14	22	31	32	12
Expedited Passenger Screening Program	- ISA/DHS Em	nployees - O	pt In				1						
Identification (ID) Requirements							1			1	2		4
Identification (ID) Requirements - Domest										1	2		
Identification (ID) Requirements - Real ID							1						
Locks						1				1			
Locks - Missing or Damaged Lock						1				1			
Lost and Found	1								1	1			;
Lost and Found - Airport/TSA	1								1	1			3
Mishandling of Passenger Property	3	3		1	1		3	3	2	3	1	1	2
Mishandling of Passenger Property - Dam	1				1		1	1				1	į
Mishandling of Passenger Property - Dam		3		1			2	2	2	2	1		15
Mishandling of Passenger Property - Disa		Carry-on or C	Checked							1			
Patdown	1	,	1				3		2	1	4		12
Patdown - Children										1			
Patdown - Flyer	1						3		2		4		10
Patdown - General			1										
Persons w/ Disabilities (PWD)	3	5		1					4	1	2		16
Persons w/ Disabilities (PWD) - Diabetes				- '							2		3
· · · · · · · · · · · · · · · · · · ·													
Persons w/ Disabilities (PWD) - General	1								0				
Persons w/ Disabilities (PWD) - Medical [		ied to the Bo	oay						2				2
Persons w/ Disabilities (PWD) - Mobility [		10		4					0				
Persons w/ Disabilities (PWD) - Prosthesi				1					2				
Persons w/ Disabilities (PWD) - Respirato										1			
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Visual Im		3											
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1											
Prohibited & Permitted Items			1		1								
Prohibited & Permitted Items - Food/Beve			1		1								2
Property - Special Handling	2	1	1		1	1	2		10	3	2	3	26
Property - Special Handling - Damaged It									3	1		1	
Property - Special Handling - Damaged It							2		1	1	1		(
Property - Special Handling - Missing Iten	ns - Carry-On								2	1		2	
Property - Special Handling - Missing Iten	1	1	1		1	1			4		1		10
Request for Assistance										1			
Request for Assistance - Non-Persons w/	Disabilities (PV	VD)								1			
Screening	4	2		4		2	3	3	2	4	4	1	29
Screening - Inconsistency						1		2					
Screening - Lengthy Lines							1		1		1	1	
Screening - Procedures/Process	3	2		4		1	2	1	1	4	3		2
Screening - Security Breach	1	_							,				
Transfer to Security Specialist								1					
Transfer to Security Specialist - Reportab	le Communicati	ion						1					1
TWIC		1011	1	1				1					
TWIC - General			1	1									2
2022	E-7	63			40								
	57		75	57	42								294
Civil Rights	4	1	6	2	2								1
Civil Rights - Headwear			2										
Civil Rights - Racial Profiling or Discrimin		1	2	1	1								
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der			1								
Civil Rights - Transgender Screening			2	1									;
Claims				2									
Claims - General				2									:
Customer Service	7	8	9	7	5								3
Customer Service - TSO	7	8	9	7	5								3
Expedited Passenger Screening Program	35	42	44	34	32								18
Expedited Passenger Screening Program		8	5	3	2								19
Expedited Passenger Screening Program		34	39	31	30								16
Human Capital	1	٠.		٠.									100
Human Capital - Current Employee	1												
Mishandling of Passenger Property	1		1	2									
Mishandling of Passenger Property - Dam	l naged/Missing !	tome C	1										3
	iageu/iviissing l' T	ICI115C	1	2									3
No Jurisdiction				2									2

		7	ΓSA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Other				2									2
Patdown	2	2			1								5
Patdown - Flyer	2	2											4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3	6	2	1								14
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - Diapers/0	3arments/Di	ressings/Ma	1										1
Persons w/ Disabilities (PWD) - Medical I	Devices - At	tached to th	e Body		1								1
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	1										1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts		1									1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	2											2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1	1									2
Persons w/ Disabilities (PWD) - Wounded	l Warrior		1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	3	4	3	2	1								13
Property - Special Handling - Damaged Ite	ems - Carry	1	2	2									5
Property - Special Handling - Damaged Ite	2				1								3
Property - Special Handling - Missing Item	1	3	1										5
Screening	3	3	5	4									15
Screening - Crew Member or Airline Empl	oyee		1										1
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	3	2	3	4									12

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGA					1	1		1					3
2019						1		1					2
Property - Special Handling						1							1
Property - Special Handling - Damaged Ite	ems - Carry	-On				1							1
Screening								1					1
Screening - Procedures/Process								1					1
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreC	Check			1								1

1			TSA	Contact Cer		•								
1906   1		10-Oct 11	-Nov 12			2-Feb 03	B-Mar (	04-Apr		06-Jun	07-Jul	08-Aug	09-Sep	Total
Colif Rigits		11	10	13		19	21	7	6	7	9	9	7	12
Grish Rights - SecGenericRezer letterly Not Transperse   1	2019				2	5	10	5	2	1	5	4		3
Grish Rights - SecGenericRezer letterly Not Transperse   1											1			
Column Ferrice     2   1   1   1   1   1   1   1   1		v- Not Transgend	er			1					1			
Column Briving of Tatanaged Level   1   1   1   1   1   1   1   1   1							2	1		1		1		
Looks												1		
Looke - Mining or Charged Look   1														
Load and Foundar   Author   France							1							
Local and Found-Asport TSA							2							
Micharding of Piesserger Procety   Demographicaring learns Private Screening Control   Micharding of Piesserger Procety   Demographicaring learns Private Screening Control   Micharding of Piesserger Procety   Demographicaring learns Private Screening   1														
Mithierdillay of Pleasurger Proporty - Damageoffithiering Interno-Carry-on Ligages** Pathons Mithier Pleasurer Proporty - Damageoffithiering Interno-Carry-on Ligages** Pathons Persona with Dasibilities (PMD)** Character (greenal) Not Breast Cares** *** Persona with Dasibilities (PMD)** Denote wit						4		4						
Mathandring of Presenge Property - Dampseld Missing Items-Carryon Lugarges**   1			- Dali saka					1						
Peterborn - Typer					ontra	1	1							
Personal Visibilities (PVD)		naged/Missing Ite	emsCarry	on Luggage				1						
Persons w Disabilities (PWD) - Cancer (general) Not Breast Cancer														
Persons w Disabilities (PWD)   Action (general) had Drawel (Large 1)   1														
Persons of Disabilities (PWD) - Mobility (PMD) - Mobili					1	1	2							
Persons w Disabilities (PWD) - Medial Impaired (girth) (PMD - Medial Paralles) (PMD - Persons w Disabilities (PWD) - Peoprison of Intelled Equipment   1   3   1   1   1   1   1   1   1   1		,	ast Cancer									1		
Persons of Disabilities (PVD) - Mobility Disability (Not Vishedran or Society   1   1   1   1   1   1   1   1   1					1									
Persons of Disabilities (PWD) - Respiratory and Intaler Equipment   1   1   1   1   1   1   1   1   1	Persons w/ Disabilities (PWD) - Metal Im	ıplants (joint)				1								
Persons w Disabilities (PWD) - Membrians (PWD)	Persons w/ Disabilities (PWD) - Mobility !	Disability (Not W	heelchair o	r Scooter)			1							
Progenty - Special Handling   Progenty - Special Handling   Progenty - Special Handling   Damaged lawns - Chro-bod   1	Persons w/ Disabilities (PWD) - Respirate	ory and Inhaler E	quipment									1		
Persons w Disabilities (PWD)   Wileelchaird Scooler's Segward   1   3   3   1	Persons w/ Disabilities (PWD) - Service /	Animals					1							
Property - Special Handling   Damaged Items - Carry-On			ıwav									1		
Property - Special Handling - Damaged Items - Carry-On		1	,,				1	3	1					
Property - Special Handling - Charaged Handlers - Checked   1   1   1   1   4   1   1   1   1   1		tems - Carry-On					•		•					
Property - Special Handling - Missing Items - Carry-On							1							
Property - Special Handling - Missing Items - Checked   1							- 1		4					
Screening - FrozoduresProzosis									1					
Screening - ProceduresProcess		TIS - Checked			4	4		2						
Scienting - Retrieving Abandoned/Conference					1									
2001   1918	<u> </u>	1				1	1		1		4			
Civil Rights   Facial Profiling or Discrimination   1		1			1									
Civil Rights - Racail Profiling or Discrimiation		2	2	4			7	1	1	2	1	2	1	2
Mahahandling of Passenger Property – DamagedMissis 1         1           Patdown         3         1         0         1         2         1						1								
Mishandling of Passenger Property - Damaged Missis   1	Civil Rights - Racial Profiling or Discrimin	nation				1								
Patdown - Flyer	Mishandling of Passenger Property		1				1							
Patdown - Children   1	Mishandling of Passenger Property - Dan	naged/Missii	1				1							
Patdown - Children   1				3		1							1	
Patdown Flyer a Closer														
Partown - Flyer as Observer   1													1	
Persons w Disabilities (PWD) - Aulism Spectrum						1								
Persons w   Disabilities (PWD) - Medically   Necessary Medication and Medical Supplies   1   1   1   1   1   1   1   1   1							1					1		
Persons w Disabilities (PWD) - Medically Necesary Medication and Medical Supplies		Spectrum					'							
Persons W Disabilities (PWD) - Mobility Disability (Not Whelchair or Scoter)   1   1   1   1   1   1   1   1   1	, ,		lication and	Modical Sur	nlioc	ļ						- 1		
Persons w Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooler)   1   1   1   1   1   1   1   1   1			ilcation and	i Medicai Sup	philes		4					- 1		
Property - Special Handling - Damaged lems - Carry-C   1   1   1   1   1   1   1   1   1			la a a la la ada a				- 1							
Property - Special Handling - Missing Item - Carry-Cg		Isability (NOT W		occorer)		1								
Property - Special Handling - Missing Items - Carry-C   1   1   1   1   1   1   1   1   1		1	1								1			
Property - Special Handling - Missing Iten												1		
Screening - Inconsistency			1											
Screening - Inconsistency											1			
Screening - Inequity Lines		1		1			5	1	1	2				1
Screening - Procedures/Process	Screening - Inconsistency			1										
2011   2013   3   1   2   4   1   3   4   3   3   6   5   5   5   5   5   5   5   5   5	Screening - Lengthy Lines						1							
Civil Rights	Screening - Procedures/Process	1					4	1	1	2				
Civil Rights		2	1	3	1	2	4	1	3		3	3	6	3
Civil Rights - Constitutional Rights         1         3         1         4         4         2         2         2         1         1         3         1         4         4         2         2         1         3         1         4         4         2         2         1         1         3         1         4         3         1         4         3         3         1         4         3         4         4         4			•		-		•	•		•				
Customer Service - CSM         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         3         1         4         4         Expedited Passenger Screening Program - TSA Application Program - TSA Application Program - TSA PreCheck         1         1         3         1         4 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td></th<>													1	
Customer Service - CSM         1         1         1         1         1         1         1         3         1         4         4         4         2         1         1         3         1         4			1	1	1		1							
Customer Service - TSO		+	- 1		- 1		- 1							
Expedited Passenger Screening Program		+	4	ı	4		-							
Expedited Passenger Screening Program - TSA Application Program - TSA PreCheck			1		1		1				_			
Expedited Passenger Screening Program - TSA PreCheck		TOA A	D						1	1	3	1		
Identification (ID) Requirements   1				l										
Identification (ID) Requirements - Domestic		1 - TSA PreCheck	<						1	1	3	1	3	
Mishandling of Passenger Property - Damaged/Missing Items—C       1       1         Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage       1	. , , ,	1												
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage         1           Patdown         1		tic					1							
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage				1			1							
Mishandling of Passenger Property - Damsged/Missing ItemsChecked Baggage	Mishandling of Passenger Property - Dan	naged/Missing Ite	emsC	1										
Patdown - Flyer   1				ked Baggage			1							
Patdown - Flyer as Observer		1		55.0					1	1				
Patdown - Flyer as Observer   1														
Persons w/ Disabilities (PWD)         1           Persons w/ Disabilities (PWD) - Medically         1           Property - Special Handling         1           Property - Special Handling - Damaged Items - Carry-On         1           Screening         1           Screening - Inconsistency         1           Screening - Procedures/Process         1           1         1           2022           7         7           6         7           8           Civil Rights - Racial Profiling or Discrimin         1           2           Customer Service         2           Customer Service - TSO         2							•		1					
Persons w/ Disabilities (PWD) - Medically         1         1         1           Property - Special Handling         1         1         1         1           Property - Special Handling - Damaged Items - Carry-On         1 </td <td>•</td> <td>1</td> <td></td>	•	1												
Property - Special Handling         1         1           Property - Special Handling - Damaged Items - Carry-On         1 <td></td>														
Property - Special Handling - Damaged Items - Carry-On         1         2         2         1         2	i cracina wi Disabilities (FWD) - Medicali	1								4		4		
Screening         1         2         2         1         2	Property - Special Handling													
Screening - Inconsistency         1         2         3         2 <td></td> <td>tome Corr. O</td> <td></td> <td>4</td> <td></td> <td>4</td> <td></td> <td>4</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td>		tome Corr. O		4		4		4	4					
Screening - Procedures/Process         1         1         1         1         1         1         1         1           2022         7         6         7         8         2         5         6         7         8         6         7         8         7         8         7         8         9	Property - Special Handling - Damaged It	tems - Carry-On		1		1		1	1	1		1		
2022         7         7         6         7         8           Civil Rights         1         2         2           Civil Rights - Racial Profiling or Discrimina         1         2         2           Customer Service         2         2           Customer Service - TSO         2         2	Property - Special Handling - Damaged It Screening	tems - Carry-On		4									1	
Civil Rights         1         2           Civil Rights - Racial Profiling or Discriming         1         2           Customer Service         2           Customer Service - TSO         2	Property - Special Handling - Damaged It Screening Screening - Inconsistency	1		1										
Civil Rights - Racial Profiling or Discrimin 1 2 Customer Service 2 Customer Service - TSO 2	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process	1						1	1	1		1		
Customer Service         2           Customer Service - TSO         2	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process 2022	1 7	7		7	8		1	1	1		1		3
Customer Service         2           Customer Service - TSO         2	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process 2022	1 7	7		7	8		1	1	1		1		3
Customer Service - TSO 2	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights	1 1 7 1	7		7	<b>8</b>		1	1	1		1		3
	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process 2022 Civil Rights Civil Rights - Racial Profiling or Discrimin	1 1 7 1	7			<b>8</b>		1	1	1		1		3
Expedited Passenger Screening Program I 4 5 5 5 3 6	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service	1 1 7 1	7		2	<b>8</b>		1	1	1		1		3
	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO	1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		6	2 2	8 2 2		1	1	1		1		3
	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<b>7</b>		2	<b>8</b>		1	1	1		1		2
	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5	5	2 2 3	8 2 2 2		1	1	1		1		2
Persons w/ Disabilities (PWD) 1 1	Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1	5	6	2 2	8 2 2		1	1	1		1		2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Internal M	Medical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	y 1												1
Property - Special Handling			1	1									2
Property - Special Handling - Damaged It	tems - Carry	-On	1	1									2
Screening	1	1		1									3
Screening - Crew Member or Airline Emp	loyee			1									1
Screening - Procedures/Process	1	1											2

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	4	3		4	2	1	. 2		2		3	5	2
2019					1	1	1				1	1	
Customer Service											1		
Customer Service - TSO											1		
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling					1	1	1						
Property - Special Handling - Damaged Ite	ems - Check	ed				1							
Property - Special Handling - Missing Item	ns - Checke	d			1		1						
2020	3	1		3							2	1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimina	ation										1		
Customer Service	1												
Customer Service - TSO	1												
Mishandling of Passenger Property	2			1								1	
Mishandling of Passenger Property - Dam	2			1								1	
Property - Special Handling				1							1		
Property - Special Handling - Missing Item	s - Carry-O	n		1									
Property - Special Handling - Missing Item	s - Checke	d									1		
Screening		1		1									
Screening - Procedures/Process		1		1									
2021							1		2			3	
Customer Service							1						
Customer Service - TSO							1						
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Check	ed					1				
Property - Special Handling									1			2	
Property - Special Handling - Missing Item	s - Checke	d							1			2	
2022	1	2		1	1								
Expedited Passenger Screening Program		2											
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program	- TSA PreC	1											
Property - Special Handling				1	1								
Property - Special Handling - Damaged Ite				1									
Property - Special Handling - Missing Item	s - Checke	t			1								
Screening	1												
Screening - Procedures/Process	1												

Categories	10 Oct	11-Nov	12-De			02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	10-Oct 6	11-Nov 3		ec ∪1 6	I-Jan 4					06-Jun 2				
	6	3		6	4	4	1	_		2	1	_	1	32
2019						1	1	1				1	1	
Customer Service						1	1							
Customer Service - TSO						1	1							- 2
Locks												1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property				_									1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked	Baggag	е								1	
Property - Special Handling								1						
Property - Special Handling - Damaged It	ems - Checke	d						1						
2020	4	1		4	1	2				1				1:
Civil Rights	1			1										
Civil Rights - Hair Patdowns				1										
Civil Rights - Racial Profiling or Discrimina	1													
Customer Service	1			2		1								
Customer Service - TSO	1			2		1								
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on		1										
Patdown		1												
Patdown - Flyer		1												
Persons w/ Disabilities (PWD)	2													
Persons w/ Disabilities (PWD) - Prosthesi	1													
Persons w/ Disabilities (PWD) - Touch Av	1													
Property - Special Handling	-				1	1				1				
Property - Special Handling - Damaged It	ı ems - Checke	d				1				1				
Property - Special Handling - Missing Iten		-			1	•								
2021	1				1			1		1	1	1		
Expedited Passenger Screening Program	•				•			•		•	1	•		
Expedited Passenger Screening Program	- TS∆ PreCh	eck									1			
Locks	- TOAT TOOL	COR									- '	1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property	1				1			1				- 1		
Mishandling of Passenger Property - Dam	1				1			1						
Prohibited & Permitted Items	- 1				1			ı		1				
Prohibited & Permitted Items - Knives/Too	le/Dozore/Ch	arn Obica	oto							1				
2022				•	_					1				
Customer Service	1	2		1	2	1								
				1										
Customer Service - TSO				1										
Expedited Passenger Screening Program	1	2			2	1								
Expedited Passenger Screening Program	1	2			2	1								(
Property - Special Handling				1										
Property - Special Handling - Damaged Ite	ems - Checke	d		1										

Catagorias	40.0-4				-	Tool - FOIA	04 8	05 Mar.	00 1	07 1	00 4	00 0	Total
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	233	222	238	232	241	122	105	137	159	188	205		2,252
2019				57	45		46	69	68	99	93		580
Civil Rights				6	4		4	4	1	2	1	4	26
Civil Rights - Age								1				1	2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	ation			1	2		2	1		1	1	1	9
Civil Rights - Sex/Gender/Gender Identity		ender		5	1		1		1			1	9
Civil Rights - Sexual Orientation - Not Tra		0.140.					1			1			2
Civil Rights - Transgender Screening	nogenaci						- '	1		- '		1	2
												1	
CSM/Stakeholder Follow-up								1					1
CSM/Stakeholder Follow-up - General								1					1
Customer Service				9	7	10	7	9	22	22	21	17	124
Customer Service - Others							1	1	1	1	1	1	6
Customer Service - TSO				9	7	10	6	8	21	21	20	16	118
Locks				2	2		4	1	2	4	4		24
Locks - Missing or Damaged Lock				2	2		4	1	2	4	4		24
Lost and Found								<u>'</u>		4			
				1	2		1				2		9
Lost and Found - Airport/TSA				1	2		1				2		9
Mishandling of Passenger Property				19	8	9	9	15	10	22	25		125
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	arry-on Lug	5		1		3	1	2	2	1	15
Mishandling of Passenger Property - Dam				12	6	7	7	9	8	17	22	7	95
Mishandling of Passenger Property - Dam		0						1					2
Mishandling of Passenger Property - Disa				1	2	1	2	2	1	3	1		13
	liayed itellis	Carry-on	Of Checker	'								4	
Notice of Violation/Civil Penalties	-1									1		1	2
Notice of Violation/Civil Penalties - Gener	aı									1		1	2
Patdown				3	4		2	7	2	5	3		31
Patdown - Flyer				3	4		1	5	2	5	2	5	27
Patdown - Flyer as Observer							1	2			1		4
Persons w/ Disabilities (PWD)				3	3	5	4	5	8	8	2	1	39
Persons w/ Disabilities (PWD) - Autism S	ootrum			3	J	J		1	0	0		- '	
		D						I					1
Persons w/ Disabilities (PWD) - Cancer (g									1			1	2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disability	1	1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
Persons w/ Disabilities (PWD) - Internal N		res.							1				1
Persons w/ Disabilities (PWD) - Medical D			e Body						'	1			
				-1 0		4							
Persons w/ Disabilities (PWD) - Medically		wedication	and Medica			1							1
Persons w/ Disabilities (PWD) - Metal Imp				1					1				2
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	air or Scoot	1		2			3	1			7
Persons w/ Disabilities (PWD) - Ostomy/0	Stomates							1					1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts					1						1
Persons w/ Disabilities (PWD) - Respirato							1			1			2
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Av		(trauma)			1				1	1			3
. ,					ı				- 1				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1	1	3		1	1		7
Property - Special Handling				13	13		8	17	11	28	21	14	136
Property - Special Handling - Damaged Ite	ems - Carry-	On		2	1	2	1	2	3	1	1		13
Property - Special Handling - Damaged Ite	ems - Check	ed		1	4	1	1	6	3	7	6	2	31
Property - Special Handling - Missing Item				5	5	2	1	2	2	7	7	3	34
Property - Special Handling - Missing Item				5	3		5	7	3	13	7		58
	is - Checkeu			J	3	0	3	,	3	10		3	
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				1	2	3	7	10	12	7	14	6	62
Screening - Crew Member or Airline Empl	oyee										1		1
Screening - International Screening												1	1
Screening - Lengthy Lines								3			4	1	8
<u> </u>				4	4	0	7		11				
Screening - Procedures/Process				1	1		7	7	11	5	9	4	47
Screening - Retrieving Abandoned/Confis	cated Items				1					2			3
Screening - Security Breach						1			1				2
2020	84	65	80	60	35	37	4	6	9	17	23	36	456
Civil Rights	3	2		5	1							4	17
Civil Rights - Constitutional Rights				1								1	2
Civil Rights - Headwear				1								ı	1
	_	_											
Civil Rights - Racial Profiling or Discrimina		2		1	1							2	8
Civil Rights - Sex/Gender/Gender Identity	1		1	1								1	4
Civil Rights - Transgender Screening			1	1									2
Customer Service	17	13	17	14	8	8	1			3	4	6	91
Customer Service - CSM						1							1
Customer Service - Others	1	1	1									1	4
				4.7		_	4						
Customer Service - TSO	16	12		14	8		1			3	4	5	86
Locks	1	5	7	4		3				1			21
Locks - Missing or Damaged Lock	1	5	7	4		3				1			21
Lost and Found	2	1	2		1	2			1	1		2	12
Lost and Found - Airport/TSA	2	1			1				1	1		2	12
Mishandling of Passenger Property	27	12	12	8	2				'	5	2		78
				0								ı	
Mishandling of Passenger Property - Dam	1	4				2				1			9
Mishandling of Passenger Property - Dam	20	5	10	8	1					4	2	1	58
Mishandling of Passenger Property - Disa	6	3	1		1								11
Patdown	3	2	4	2	2	2			1		1		17
Patdown - Flyer	3	2		2	2				1				16
Patdown - Flyer as Observer	Ŭ										1		1
Persons w/ Disabilities (PWD)	6	5	6	4		2				1	ı	^	30
. ,				4	4					1		2	
Persons w/ Disabilities (PWD) - Autism S		1	1			1						1	5
Persons w/ Disabilities (PWD) - Cognitive	1												1

ories		104	Contact Cent	er (TCC) Data T	00I - FUIA							
	10-Oct 11	-Nov 12	-Dec 01-Ja	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes				1					1			2
Persons w/ Disabilities (PWD) - General	1	1			1							3
Persons w/ Disabilities (PWD) - Hearing Ir	mpairment	1										1
Persons w/ Disabilities (PWD) - Internal M	ledical Devices			1								1
Persons w/ Disabilities (PWD) - Medical D	evices - Attach	ed to the Bo	ody	1								1
Persons w/ Disabilities (PWD) - Medically	1	1	1									3
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1		1 1							1	4
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees and	Casts	1	1								2
Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler E	quipment		1								1
Persons w/ Disabilities (PWD) - Service A			2	1								3
Persons w/ Disabilities (PWD) - Wheelcha			1									3
Property - Special Handling	17	17	20	20 14	10	2	3	6	6	11	15	141
Property - Special Handling - Damaged Ite	4	2	3	2 2	1			2		3	2	21
Property - Special Handling - Damaged Ite	2	2	7	4 3	2	1		1	1	2	6	31
Property - Special Handling - Missing Item	4	7	5	6 2	3	1	1	1		1	3	33
Property - Special Handling - Missing Item		6	5	8 7	4	1	2	2	5	5	4	56
		O	5	0 /	4	ı			5	5	4	
Request for Assistance	1											1
Request for Assistance - Other	1		40									1
Screening	7	8	10	3 3	1	1	3	1		5	6	48
Screening - Crew Member or Airline Emplo		2										2
Screening - Lengthy Lines	1		1									2
Screening - Procedures/Process	6	5	7	1 3	1		3	1		4	6	37
Screening - Retrieving Abandoned/Confisc	cated Items		1			1						2
Screening - Security Breach		1	1	2						1		5
21	35	29	18	12 16	42	55	62	82	72	89	74	586
Airline						1		1				2
Airline - Policy/Regulations/Service						1		1				2
Civil Rights	1	1			2	1	1	8	1	2		17
Civil Rights - Constitutional Rights	•				_			4				4
Civil Rights - Racial Profiling or Discrimina	ation				2	1		3		2		8
Civil Rights - Screening of Religious Cultur		nial Items						1				1
Civil Rights - Sex/Gender/Gender Identity	1						1	'	1			3
Civil Rights - Transgender Screening	ı	1					1		ı			1
Claims				1					1			2
Claims - General				1 1								2
				1								
Claims - Status			-						1			1
CSM/Stakeholder Follow-up			1									1
CSM/Stakeholder Follow-up - General			1									1
Customer Service	5	7	4	4 4	10	13	9	11	16	12	8	103
Customer Service - Others						1	1	1	2			5
Customer Service - TCC			1									1
Customer Service - TSO	5	7	3	4 4	10	12	8	10	14	12	8	97
Duplicate E-mail										1		1
Duplicate E-mail - General										1		1
Expedited Passenger Screening Program			1	1 4	11	16	27	40	36	49	57	242
Expedited Passenger Screening Program	- DoD							1			1	2
		on Program			2	2	1	2		3	5	15
Expedited Passenger Screening Program	<ul> <li>TSA Applicati</li> </ul>	on i rogiam			9	14	25	37	36	46	51	224
Expedited Passenger Screening Program Expedited Passenger Screening Program			1	1 4	9	14			30			
Expedited Passenger Screening Program	- TSA PreChec	k		1 4		14	1		30	10	01	1
Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreChec	k		1 4	<u> </u>	1			30	10	01	1 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	- TSA PreChec - TSA/DHS Em	k ployees - O 2		1 4	J				30	10	01	3
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti	- TSA PreChec - TSA/DHS Em	k ployees - O	pt In	1 4	3		1	1	30	10	01	3
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks	- TSA PreChec - TSA/DHS Em c	k ployees - O 2 2 1	pt In	1 4	3	1 1 1	1	1	30	10		3 3 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock	- TSA PreChec - TSA/DHS Em c 1	k ployees - O 2 2	pt In 3 3	1 4			1	1	30	10		3 3 8 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found	- TSA PreChec - TSA/DHS Em c 1 1	k ployees - O 2 2 1	pt In 3 3 1	1 4		1 1 1	1		30	10		3 3 8 8 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	- TSA PreChec - TSA/DHS Em c 1 1 1	k ployees - O	3 3 1 1 1			1 1 1	1 1	1				3 3 8 8 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	- TSA PreChec - TSA/DHS Em c 1 1 1 1 6	k ployees - O 2 2 1	3 3 1 1 2	3 1	4	1 1 1	1	3	2	2	1	3 8 8 2 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA PreChec - TSA/DHS Em c 1 1 1 1 6	k ployees - O 2 2 1 1	3 3 1 1 1 2 1 1	3 1	4 2	1 1 1 1 1	1 1 1	3	2			3 8 8 2 2 2 32 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- TSA PreChec - TSA/DHS Em c 1 1 1 6 1 5	k ployees - O 2 2 1 1 4	9t In 3 3 3 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1	4	1 1 1	1 1	3				3 3 8 8 2 2 2 32 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA PreChec - TSA/DHS Em c 1 1 1 6 1 5 aged/Missing It	k ployees - O 2 2 1 1 4 4 emsUnspe	3 3 1 1 2 1 1 2 1 1 2 cified I	3 1	4 2	1 1 1 1 1 3 3	1 1 1	3	2	2	1	3 3 8 8 2 2 2 32 5 22
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	- TSA PreChec - TSA/DHS Em c 1 1 1 6 1 5 aged/Missing It	k ployees - O 2 2 1 1 4 4 emsUnspe	3 3 1 1 2 1 1 2 1 1 2 cified I	3 1 2 1 1	4 2	1 1 1 1 1	1 1 1	3 1 2	2			3 3 8 8 2 2 2 32 5 22 1
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Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject No Subject - General Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/Q Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelche	TSA PreChec TSA/DHS Em  c  1 1 1 6 1 5 aged/Missing It trayed ItemsC  3 3 3 4 eneral) Not Bre  carments/Dress 1 mpairment Necessary Mee visability (Not W 1 nimals ersion (pain/trau	k ployees - O 2 2 1 1 4 4 emsUnspearry-on or C 3 east Cancer ings/Masks 1 dication and //heelchair or	gt In  3 3 1 1 2 1 1 bedified I thecked	3 1 1 1 1 1 1 1	4 2	1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1	1 2 1 1 4 1 1	2 2 2 3 3	2	1 1 2 2 1	3 8 8 8 8 2 2 32 5 22 1 1 1 1 1 1 2 2 33 1 1 1 1 1 1 2 3 1 1 1 1 1 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling	TSA PreChec TSA/DHS Em  c 1 1 1 6 1 5 aged/Missing It trayed ItemsC  3 3 4 eneral) Not Bre sarments/Dress 1 mpairment Necessary Medisability (Not W 1 nimals ersion (pain/trate 2	k ployees - O 2 2 1 1 4 4 emsUnspearry-on or C 3 east Cancer ings/Masks 1 dication and //heelchair or	gt In  3 3 1 1 2 1 1 bedified I thecked	3 1 1 1 1 1 1 1	4 2	1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 2	1 2 1 1 4 1 1	2 2 2 3	2	1 1 2 2 1	3 8 8 8 8 2 2 32 5 22 1 4 2 1 1 1 1 1 2 2 3 1 1 2 3 1 1 2 3 3 1 1 2 3 3 1 1 2 1 3 1 2 1 3 3 3 3 3 3 3 3 3 3 3 3 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject No Subject - General Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelchal Personbilited & Permitted Items Prohibited & Permitted Items	TSA PreChec TSA/DHS Em  c 1 1 1 6 1 5 aged/Missing It trayed ItemsC  3 3 4 eneral) Not Bre sarments/Dress 1 mpairment Necessary Medisability (Not W 1 nimals ersion (pain/trate 2	k ployees - O 2 2 1 1 4 4 emsUnspearry-on or C 3 east Cancer ings/Masks 1 dication and //heelchair or	gt In  3 3 1 1 2 1 1 bedified I thecked	3 1 1 1 1 1 1 1	4 2	1 1 1 1 3 2 1 1 1 4	1 1 1 1 1 1 1 1 1 2	1 2 1 1 4 1 1	2 2 2 3	2	1 1 2 2 1	3 8 8 8 8 2 2 32 5 22 1 4 2 1 1 1 1 2 2 3 1 2 3 1 1 2 1 3 3 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other No Subject No Subject No Subject - General Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/( Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge	TSA PreChec TSA/DHS Em  c 1 1 1 6 1 5 aged/Missing It trayed ItemsC  3 3 4 eneral) Not Bre sarments/Dress 1 mpairment Necessary Medisability (Not W 1 nimals ersion (pain/trate 2	k ployees - O 2 2 1 1 4 4 emsUnspearry-on or C 3 east Cancer ings/Masks 1 dication and //heelchair or	gt In  3 3 1 1 2 1 1 bedified I thecked	3 1 1 1 1 1 1 1	4 2	1 1 1 1 3 2 1 1 1 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 4 1 1	2 2 2 3	2	1 1 2 2 1	3 8 8 8 8 2 2 32 5 22 1 4 2 1 1 1 1 2 2 3 1 1 2 1 3 1 1 2 1 3 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1

-todo-						Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	4	1	1	1	1	3	4	4	2		6		27
Property - Special Handling - Missing Item	1	2	1			1	2	2	3	3		1	19
Property - Special Handling - Missing Item	4	3	1	1		1	3	5	1	2	4	1	26
Screening	4	4	2	1	4	9	3	3	5	4	4	4	47
Screening - Inconsistency					1	2	2	3				1	9
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process	4	3	1	1	3	6			5	4	4	3	34
Screening - Retrieving Abandoned/Confise	cated Items					1							1
Screening - Security Breach		1											1
2022	114	128	140	103	145								630
Civil Rights	2	1	1		4								8
Civil Rights - Racial Profiling or Discrimina	2	1			3								6
Civil Rights - Transgender Screening			1		1								2
Customer Service	19	12	6	6	12								55
Customer Service - TSO	19	12	6	6	12								55
Expedited Passenger Screening Program	77	95	124	85	118								499
Expedited Passenger Screening Program	<ul> <li>Active Dut</li> </ul>	y Military		2									2
Expedited Passenger Screening Program	- DoD	1	1		1								3
Expedited Passenger Screening Program	6	12	12	4	6								40
Expedited Passenger Screening Program	71	82	111	79	111								454
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		2	1	1									4
Mishandling of Passenger Property - Dam	aged/Missii	2	1										3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCl	hecked Baç	1									1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	3	2	1		2								8
Patdown - Flyer	3	1	1		2								7
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2									7
Persons w/ Disabilities (PWD) - Autism Sp	ectrum	1	1										2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ached to th	e Body	1									1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Ostomy/C	stomates			1									1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic	1												1
Prohibited & Permitted Items - Firearm/Ar	1	1											2
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	5	6	2	4	5								22
Property - Special Handling - Damaged Ite	1	2	1	1									5
Property - Special Handling - Damaged Ite	3			1	2								6
Property - Special Handling - Missing Item	1	3	1		1								6
Property - Special Handling - Missing Item	s - Checke	1		2	2								5
Screening	2	8	4	4	3								21
Screening - Inconsistency	1	1	2										4
Screening - Procedures/Process	1	7	2		3								17

Cotomonico	10.0.1		TSA Contac		•				•••		•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	286	300	310	366	404	260	206	232	245	218	219		3,291
2019				83	80	122	123	121	104	92	84		904
Civil Rights				5	1	5	6	2	4	4	5	3	35
Civil Rights - Age				1			1				1		3
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						2							2
Civil Rights - Racial Profiling or Discrimina	ation			2	1	1	3	1	2	1	2	3	16
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Ite	ms								1		1
Civil Rights - Sex/Gender/Gender Identity-				1		1	2	1	2	3	1		11
Civil Rights - Transgender Screening						1							1
Customer Service				14	13	23	24	23	25	15	15	23	175
Customer Service - Others					10	1	21	1	20	10	1	1	4
Customer Service - TSO				14	13	22	24	22	25	15	14		171
Locks				1		5	7	7	3	3	5	2	38
Locks - General					1								1
Locks - Missing or Damaged Lock				1	4	5	7	7	3	3	5		37
Lost and Found					4	7	4	3	2	3	3	3	29
Lost and Found - Airport/TSA					4	7	4	3	2	3	3	3	29
Mishandling of Passenger Property				21	19	29	26	22	26	20	17	19	199
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	1	2		1	1	1	1		1	8
Mishandling of Passenger Property - Dam				20		24	19	19	23	15	14	13	158
Mishandling of Passenger Property - Dam							10	10	20	10	1	10	1
Mishandling of Passenger Property - Disa					6	5	6	2	2	4	2	5	32
	nayeu items	Carry-Uii	or Checked	l									
Patdown					1	7	6	2	1	1	5		27
Patdown - Flyer					1	6	6	2	1		4		23
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				8	10	4	7	6	5	11	4	5	60
Persons w/ Disabilities (PWD) - Autism Sp	pectrum										1		1
Persons w/ Disabilities (PWD) - Cancer (c		Breast Car	ncer	1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive				1	1							1	3
		illai /ivicili	ai Disability	1			1		0	4		ı	
Persons w/ Disabilities (PWD) - Diabetes		/b A .	1	1	1		1		2	1			6
Persons w/ Disabilities (PWD) - Diapers/0	arments/Dre	ssings/ivia	asks								1		1
Persons w/ Disabilities (PWD) - General				1				1		1			3
Persons w/ Disabilities (PWD) - Hearing In					1								1
Persons w/ Disabilities (PWD) - Medical D	Devices - Atta	ched to th	ne Body							1			1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medica	al Supplies	2		1	2	2	2	2	1	12
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	Wheelch	air or Scoote	er)	2	1	2	1		1		1	8
Persons w/ Disabilities (PWD) - Ostomy/C				2			_						2
Persons w/ Disabilities (PWD) - Prosthesi		and Casts				1	1			1			3
				4		- 1	- 1			- 1			
Persons w/ Disabilities (PWD) - Respirato			ent	1									1
Persons w/ Disabilities (PWD) - Touch Av		rauma)			1		1						2
Persons w/ Disabilities (PWD) - Visual Im								1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		1	1	1		1	1	3		2	10
Persons w/ Disabilities (PWD) - Wounded	Warrior									1			1
Property - Special Handling				18	14	24	27	32	23	18	14	20	190
Property - Special Handling - Damaged Ite	ems - Carrv-0	On		3	1	1	4	2		2	1	5	19
Property - Special Handling - Damaged Ite				2	5	4	2	2	5	1	6		31
Property - Special Handling - Missing Item				4	4	11	7	8	7	4	1	6	52
Property - Special Handling - Missing Item				9	4	8	14	20	11	11	6		88
Request for Assistance	is - Checked			3	- 4	1	14	2	1	1	0	3	5
·						- 1							
Request for Assistance - Other								2	1	1			4
Request for Assistance - Wounded Warrio	or (MSIJSOC	)				1							1
Screening				16	13	17	16	22	14	16	16	16	146
Screening - Crew Member or Airline Empl	oyee			1							1		2
Screening - Inconsistency				2	1	2	1		1	2	2		11
Screening - Lengthy Lines				1				1		2			4
Screening - Procedures/Process				9	11	14	14	18	10	12	13	15	116
Screening - Retrieving Abandoned/Confise	cated Items			2	1			2	1				6
Screening - Security Breach				1		1	1	1	2			1	7
2020	94	98	108	99	109	74	14	23	28	44	34		766
Civil Rights	3	5		3	103	5	14	1	1	1	2		
	3	5	0		- '	3		1	- 1	- 1			32
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1		2										3
Civil Rights - Hair Patdowns	2		1						1		1		5
Civil Rights - National Origin						1				1			2
Civil Rights - Racial Profiling or Discrimina	ation	3	3	1		3		1			1	1	13
Civil Rights - Sex/Gender/Gender Identity-	Not Trans	2	1	1	1							1	6
Civil Rights - Sexual Orientation - Not Trai	nsgender		1			1							2
Customer Service	17	17		20	21	17	4	4	8	6	6	11	159
	17					17	4	4	1	0	0	- 11	6
Customer Service - Others		1	1	1	2								
Customer Service - TSO	17	16	27	19	19	17	4	4	7	6	6	11	153
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	ic					1							1
Locks	4	6	8	2	9	1	1	1	1	2	3		38
Locks - Missing or Damaged Lock	4	6	8	2	9	1	1	1	1	2	3		38
Lost and Found	5	3		4	4	1				1	2		22
Lost and Found - Airport/TSA	5	3		4	4	1				1	2		22
Mishandling of Passenger Property	22	23		25	23	18	2	1	7	7	2		165
								1		- /		1	
Mishandling of Passenger Property - Dam	3	4		2		1			1	-			19
Mishandling of Passenger Property - Dam	12	14		17	19	14	1	1	6	7	2		120
Mishandling of Passenger Property - Disa		5		6	2	3	1					1	26
Patdown	2	2	4	1		3		1	1	1	1	1	17
Patdown - Children	1	1											2
Patdown - Flyer	1	1	3	1		3		1	1	1			12

ries					•	I - FOIA							
	10-Oct 1	1-Nov 12		1-Jan 0:	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer			1								1		
Patdown - Non-Flyer												1	
Persons w/ Disabilities (PWD)	7	7	4	10	7	9		1		1	3	5	54
Persons w/ Disabilities (PWD) - Autism Sp		1		1									2
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Cancer (d	1	1									1		3
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1		1		1						1	
Persons w/ Disabilities (PWD) - Diabetes	1	1		2									
Persons w/ Disabilities (PWD) - Diapers/G	iarments/Dress	ings/Masks		1									1
Persons w/ Disabilities (PWD) - General	1					4						1	6
Persons w/ Disabilities (PWD) - Hearing In			1	1									2
Persons w/ Disabilities (PWD) - Medical D			,	1		1							2
Persons w/ Disabilities (PWD) - Medically		2	1		1	1							6
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D		/heelchair o	r Scoot	2								1	3
Persons w/ Disabilities (PWD) - Ostomy/0						1							2
Persons w/ Disabilities (PWD) - Prosthesis										1		1	2
Persons w/ Disabilities (PWD) - Respirator	ry and Inhaler I	Equipment			1			1			1		3
Persons w/ Disabilities (PWD) - Service A	nimals										1		1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	uma)			1								
Persons w/ Disabilities (PWD) - Wheelcha	1	1	2	1	4							1	10
Prohibited & Permitted Items												1	4
Prohibited & Permitted Items - Alcohol and	Tobacco											1	
Property - Special Handling	17	25	15	21	27	13	2	7	6	19	11	10	173
Property - Special Handling - Damaged Ite	4		2	3	2	3				3		2	19
Property - Special Handling - Damaged Ite	3	5	2	3	6	4		4	3	3	6	2	41
Property - Special Handling - Missing Item	3	4	4	6	9	2			2	4	1	2	37
Property - Special Handling - Missing Item	7	16	7	9	10	4	2	3	1	9	4	4	76
Request for Assistance		10	1	J	10	7		1	- 1	9	4	+	1
Request for Assistance - Other								1					1
Screening	47	10	10	12	17	6	E		A	6	A	E	
Screening - Crew Member or Airline Emplo	17	10	10	13	17	6	5	6	4	6	4	5	103
	,								1				1
Screening - Inconsistency	1		4			4							1
Screening - Lengthy Lines	2	40	1	1	45	1	_						5
Screening - Procedures/Process	11	10	6	11	15	5	5	6	3	6	4	4	86
Screening - Retrieving Abandoned/Confis	2		1	1	2								6
Screening - Security Breach	1		2									1	4
1	46	31	28	26	53	64	69	88	113	82	101	109	810
Additional Information Required/Insufficient Info					1				1				2
Additional Information Required/Insufficien	t Information -	EMAIL ONL	_Y		1				1				2
Airline													
,							1	2					3
Airline - Policy/Regulations/Service							1	2					3
Airline - Policy/Regulations/Service Civil Rights	3	2	2	1	6	1		2 5	6	2	4	2	3 37
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age		2	2	1	6	1	1	2	6	2	4	2	3 37 1
Airline - Policy/Regulations/Service Civil Rights		2	2	1	6	1	1	2 5	6	2	4	2	3 37 1 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age		2	2	1	6	1	3	2 5		2	4	2	3 37 1 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E		2	2	1	6	1	3	2 5	1		4	2	3 37 1 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns		2	2	1	6	1	3	2 5	1		4		3 37 1 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin	mployee)	2		1			1 3	2 5 1	1 1 1	1		1	3 37 1 2 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	mployee)	2			5		1 3	2 5 1	1 1 1	1		1	3 37 1 2 2 2 2 26
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	mployee)	2	1		5		1 3	2 5 1	1 1 1	1		1	3 37 1 2 2 2 26 3
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	mployee)	2	1	1	5		1 3	2 5 1	1 1 1 3	1		1	3 37 1 2 2 2 26 3 1 4
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims	mployee)	2	1 1 1	1	5		1 3	2 5 1	1 1 1 3	1		1	3 37 1 2 2 2 26 3 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General	mployee)  3 Not Transgeno	2 der	1 1 1 1	1	5		1 1 1	2 5 1 4	1 1 1 3	1	4	1 1	3 37 1 2 2 2 26 3 1 4 3 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service	mployee)	2	1 1 1 1	1 1 1	5 1	1	1 3	2 5 1	1 1 1 3	1		1 1	337 377 1 222 222 263 3 1 1 4 4 3 3 1 169
Airline - Policy/Regulations/Service  Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service Customer Service - CSM	mployee)  3 Not Transgeno	2 der	1 1 1 1 1 13	1 1 1	5 1	1	1 1 1	2 5 1 4	1 1 3 3	1	4	1 1	33 37 1 2 2 2 26 3 3 1 4 4 4 3 3 1 169 2
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - Status Customer Service - CSM Customer Service - Others	mployee)  3 Not Transgeno	2 der	1 1 1 1	1 1 1	5 1	15	1 1 1	2 5 1 4	1 1 1 3	1	4	1 1	33 37 1 2 2 2 2 2 2 6 3 3 1 4 4 3 3 1 1 1 6 9 9 9 9 9 1 1 1 1 1 1 1 1 1 1 1
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Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns  Civil Rights - National Origin  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Claims  Claims - General  Claims - Status  Customer Service  Customer Service - CSM  Customer Service - Others  Customer Service - TCC  Customer Service - TSO  Expedited Passenger Screening Program  Lock Details Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 14 16 16	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 13 13 42 4 38 2 2 2 1 1 6 3 3	1 1 1 1 19 63 4 59 1 1 1 1 1 1	33 37 1 2 2 2 2 2 2 2 2 2 3 1 1 1 1 1 1 2 2 2 2
Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns  Civil Rights - National Origin  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discriming  Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Claims  Claims - General  Claims - General  Claims - Status  Customer Service - CSM  Customer Service - Others  Customer Service - TCC  Customer Service - TCC  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Property  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disar  No Jurisdiction	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 14 16 16 1 1 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 6 3 1 2	1 1 1 1 19 63 4 59 1 1 1 1 1 1	33 37 11 22 22 26 33 11 44 31 169 22 11 164 240 11 11 12 29 99 48 13 26 99 55
Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Civil Rights Violation (TSA E  Civil Rights - Hair Patdowns  Civil Rights - National Origin  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Transgender Screening  Claims  Claims - General  Claims - General  Claims - Status  Customer Service  Customer Service - CSM  Customer Service - Others  Customer Service - TCC  Customer Service - TCC  Customer Service - TSO  Expedited Passenger Screening Program  Hazardous Materials Safety  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disar  No Jurisdiction - Refer to Other	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 11 1 1 2 2 2 2 2	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 1 6 3 3 1 2	1 1 1 19 19 63 4 59 1 1 1 1 1 1	33 37 11 22 22 26 33 11 44 33 11 169 24 240 11 11 12 12 12 9 9 9 48 133 266 9 5 5
Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Civil Rights Violation (TSA E  Civil Rights - Hair Patdowns  Civil Rights - National Origin  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Transgender Screening  Claims  Claims - General  Claims - General  Claims - Status  Customer Service - CSM  Customer Service - Others  Customer Service - TCC  Customer Service - TCC  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Property  Mishandling of Passenger Property - Dam	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 1 1 1 2 2 2 2 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 14 31 1 1 1 29 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 1 6 3 3 1 2	1 1 1 1 19 63 4 59 1 1 1 1 1 1	3 37 1 2 2 2 26 33 1 1 169 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service  Civil Rights - Age  Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns  Civil Rights - Hair Patdowns  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Sex/Gender/Gender Identity-Civil Rights - Transgender Screening  Claims  Claims - General  Claims - Status  Customer Service  Customer Service - CSM  Customer Service - Others  Customer Service - TCC  Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Property - Damand India Screen Expedited Passenger Property - Damand Mishandling of P	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1	1 1 14 1 13 13 1 1 1 1	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 20 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 6 3 1 2 1	1 1 1 19 63 4 59 1 1 1 1 1 1	33 37 11 22 22 26 26 33 11 44 33 11 169 22 11 11 14 224 33 11 11 12 12 12 9 9 48 13 26 9 5 5 5 2 2
Airline - Policy/Regulations/Service  Civil Rights  Civil Rights - Age  Civil Rights - Civil Rights Violation (TSA E  Civil Rights - Hair Patdowns  Civil Rights - National Origin  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity-  Civil Rights - Transgender Screening  Claims  Claims - General  Claims - Status  Customer Service  Customer Service - CSM  Customer Service - Others  Customer Service - TCC  Customer Service - TSO  Expedited Passenger Screening Program  Lock Detail Passenger Screening Program  Hazardous Materials Safety - General  Identification (ID) Requirements  Identification (ID) Requirements  Locks  Locks - Missing or Damaged Lock  Lost and Found - Airport/TSA  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Dam  Mishandling of Passenger Property - Disar  No Jurisdiction  No Jurisdiction - Refer to Other  No Subject  No Subject - General	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4	1 1 1 1 13 1 1 1 1 2	1 1 14 1 13 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 14 16 16 16 17 1 1 1 2 2 2 2 1 1	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 12 30 3 27	1 1 1 1 3 20 1 1 19 35	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 2 1 1 1 6 3 3 1 2	1 1 1 1 19 63 4 59 1 1 1 1 1 1	3 37 1 2 2 26 36 31 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar No Jurisdiction No Jurisdiction - Refer to Other No Subject No Subject - General Patdown Patdown - Children	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 14 16 16 11 1 1 2 2 2 2 1 1 1 2	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	13 13 42 4 38 2 2 1 1 6 3 1 2 1 1	1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	33 37 11 22 26 26 33 11 44 33 11 169 22 11 114 224 33 31 11 12 12 99 99 55 55 22 23 11
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Airline - Policy/Regulations/Service Civil Rights Civil Rights - Age Civil Rights - Civil Rights Violation (TSA E Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - General Claims - General Claims - Status Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TCC Customer Service - TSO Expedited Passenger Screening Program Hazardous Materials Safety Hazardous Materials Safety Hazardous Materials Safety - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Locks and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	mployee)  3 Not Transgence  15  15  - Active Duty Market Dodd - TSA Application TSA PreCheck  1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 der 6 6 lilitary on Program k 2 2 1 1 4 4 carry-on or C	1 1 1 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	1 1 14 1 1 13	5 1 16 16 6 2 2 1 1 1 2 2 4 1	1 15 1 14 16 16 11 1 1 2 2 2 2 1 1 1 2	1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 4 4 12 30 3 27	1 1 1 1 20 1 19 35 2 33	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 13 13 42 4 38 2 2 1 1 1 6 3 1 2 1 1 4	1 1 1 1 19 19 63 4 59 1 1 1 1 1 1 1 1	1 1 2 2 2
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					) Data Tool								
ies	10-Oct 1	11-Nov 1	2-Dec 0	1-Jan 0	2-Feb 03		•	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Tot
Persons w/ Disabilities (PWD) - Diabetes						1	1				1	1	
Persons w/ Disabilities (PWD) - Diapers/(	1						1	4			0		
Persons w/ Disabilities (PWD) - General							3	1			2		
Persons w/ Disabilities (PWD) - Hearing In									1				
Persons w/ Disabilities (PWD) - Internal M	1	L I t II											
Persons w/ Disabilities (PWD) - Medical D				S P					2				
Persons w/ Disabilities (PWD) - Medically				Supplies		1		2			1		
Persons w/ Disabilities (PWD) - Mobility D			or Scooter)			1			1		1	1	
Persons w/ Disabilities (PWD) - Respirator		1											
Persons w/ Disabilities (PWD) - Service Ar							1						
Persons w/ Disabilities (PWD) - Touch Ave		auma)					1			1			
Persons w/ Disabilities (PWD) - Visual Imp	airment									2			
Persons w/ Disabilities (PWD) - Wheelcha	1						4	1		1			
Persons w/ Disabilities (PWD) - Wounded	Warrior									1	1		
Prohibited & Permitted Items					2		1		3	1	1	1	
Prohibited & Permitted Items - Alcohol and	Tobacco				1						1		
Prohibited & Permitted Items - Beauty & G	roomina Items	3					1						
Prohibited & Permitted Items - Breast Milk			np						1				
Prohibited & Permitted Items - Firearm/Am	-		·F									1	
Prohibited & Permitted Items - Food/Bever									1			·	
	ayes								1				
Prohibited & Permitted Items - General	(D) (O)	011							1				
Prohibited & Permitted Items - Knives/Tool		rp Objects								1			
Prohibited & Permitted Items - Sporting Go					1								
Property - Special Handling	15	9	2	2	4	4	8	12	19	11	17	9	
Property - Special Handling - Damaged Ite	1		1				3	1	4	1	4	3	
Property - Special Handling - Damaged Ite	3	5	1		3		2	3	7	5	6	1	
Property - Special Handling - Missing Item	7	1			1	3	1	3	4	1	3	3	
Property - Special Handling - Missing Item	4	3		2		1	2	5	4	4	4	2	
Screening	6	5	2	2	9	16	8	13	13	7	4	5	
Screening - Children	0				<u> </u>	10	- 0	10	10	,	1		
Screening - Criminell Screening - Crew Member or Airline Emplo				4							1		
ů ,	oyee			1		•							
Screening - Inconsistency		1			3	3	1	2	4	2			
Screening - Lengthy Lines											1		
Screening - Procedures/Process	6	4	2	1	6	13	6	11	9	5	2	5	
Screening - Retrieving Abandoned/Confisc	ated Items						1						
Transfer to Security Specialist										1			
Transfer to Security Specialist - Reportable	e Communica	tion								1			
022	146	171	174	158	162								
Additional Information Required/Insufficient Inf	1				1								
Additional Information Required/Insufficier	1				1								
Airline	1		1	1	1								
Airline - Policy/Regulations/Service	1		1	1	1								
, ,													
Civil Rights	4	6	1	2	2								
Civil Rights - Age				1									
Civil Rights - Headwear		1											
Civil Rights - Perceived Religion					1								
Civil Rights - Racial Profiling or Discrimina	3	5		1	1								
Civil Rights - Transgender Screening	1		1										
Customer Service	29	21	35	17	13								
Customer Service - Others	1												
Customer Service - TCC				2									
Customer Service - TSO	28	21	35	15	13								
Expedited Passenger Screening Program	86	112											
			103	102	116								
Expedited Passenger Screening Program			1										
Expedited Passenger Screening Program		1			1								
Expedited Passenger Screening Program	4	16	14	3	6								
Expedited Passenger Screening Program	82	95	88	99	109								
Identification (ID) Requirements	1			1									
Identification (ID) Requirements - Domest	1			1									
Locks	1		1	1	1								
Locks - Missing or Damaged Lock	1		1	1	1								
	- '	2		3	1								
				3									
Lost and Found				٠.	1								
Lost and Found Lost and Found - Airport/TSA		2											
Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property		2	4	1	1								
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Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property		2			1								
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Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes	1 1 5 ectrum	2 1 1 1 1 1 3 2	1 3 1 1	1 1 1 1 1 1	1 1 1 4								
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G	1 1 5 ectrum	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 1	1 1 1 1 1 1	1 1 1 4 2								
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General	1 1 5 ectrum	2 1 1 1 1 3 2 1 8	1 1 1 7 1	1 1 1 1 1 1	1 1 1 4								
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	1 1 5 ectrum arments/D	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 1 1	1 1 1 1 1 1	1 1 1 4 2								
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In	1 1 5 ectrum arments/D npairment 1	2 1 1 1 1 3 2 1 8	1 1 7 1	1 1 1 1 1 1	1 1 1 4 2								
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically	1 1 5 ectrum arments/D npairment 1 3	2 1 1 1 1 1 3 2 1 8	1 1 1 7 1	1 1 1 1 1 1	1 1 1 4 2								
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama No Jurisdiction No Jurisdiction - Refer to CBP No Subject No Subject - General Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In	1 1 5 ectrum arments/D npairment 1 3 lants (joint)	2 1 1 1 1 1 3 2 1 8 8	1 1 7 1	1 1 1 1 1 1	1 1 1 4 2								

		7	TSA Contac	ct Center (	ΓCC) Data <sup>-</sup>	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesi	1	1	1		1								4
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	2	1										3
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and	1												1
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beve	rages	1											1
Property - Special Handling	9	7	12	11	9								48
Property - Special Handling - Damaged Ite	2	1	3	4	1								11
Property - Special Handling - Damaged Ite	1	2	4		2								9
Property - Special Handling - Missing Item	3	3	4	7	3								20
Property - Special Handling - Missing Item	3	1	1		3								8
Screening	6	8	8	16	12								50
Screening - Inconsistency		1		1	2								4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	6	7	6	14	10								43
Screening - Security Breach			1	1									2
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable	e Communio	cation	1										1

*atamariaa	40.0 :			ct Center (				05.11		A= · ·	00.1	20.0	<b>T</b>
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	4	3	,	5 8					~	4	_		46
2019				2	1	3		1	1	1	1	1	13
Customer Service							1						1
Customer Service - TSO							1						1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					1	2		1			1		6
Mishandling of Passenger Property - Dam					1			1				1	4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	ed		1					1		2
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling				1		1			1				3
Property - Special Handling - Damaged Ite									1				1
Property - Special Handling - Missing Item	ns - Checked			1		1							2
Screening				1									1
Screening - Procedures/Process				1									1
2020	1	2		3 1	1				2	1			12
Customer Service		1									1		2
Customer Service - TSO		1									1		2
Mishandling of Passenger Property				2 1									3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC		2 1									3
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling		1							2	1			5
Property - Special Handling - Damaged Ite				1									1
Property - Special Handling - Damaged Ite	ems - Checl	1							2	1			4
Screening	1												1
Screening - Procedures/Process	1												1
2021	1			I			2	1		2	1		8
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program	- TSA PreCl	heck						1		2			3
Property - Special Handling				1			1				1		3
Property - Special Handling - Damaged Ite				1							1		2
Property - Special Handling - Missing Item	s - Checked						1						1
Screening	1						1						2
Screening - Procedures/Process	1						1						2
2022	2	1		1 5	4								13
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3								10
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	1		4	3								g
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Ite	ems - Check	ed		1									1

					(TCC) Data								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB	1	3		1	1 3		1	3	1	4	1	2	2
2019					1			2	1	2		2	
Civil Rights								1		1			
Civil Rights - Racial Profiling or Discrimina	ation							1		1			
Mishandling of Passenger Property								1				1	
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked B	aggage								1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Check	ed				1					
Patdown									1				
Patdown - Children									1				
Property - Special Handling												1	
Property - Special Handling - Missing Item	ns - Checke	d										1	
Screening					1					1			
Screening - Procedures/Process					1					1			
2020				1									
Property - Special Handling				1									
Property - Special Handling - Missing Item	ns - Checke	d		1									
2021		1					1	1		2	1		
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property		1						1					
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lu	uggage				1					
Mishandling of Passenger Property - Dam	aged/Missi	1											
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Hearing I	mpairment										1		
Property - Special Handling										1			
Property - Special Handling - Missing Item	ns - Checke	d								1			
Screening										1			
Screening - Procedures/Process										1			
2022	1	2			1 2								
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	ation				1								
Expedited Passenger Screening Program	1	2			1								
Expedited Passenger Screening Program	1	2			1								
Property - Special Handling					1								
Property - Special Handling - Missing Item	ns - Carry-C	n			1								

ories	40.0-4				C) Data Tool		04.4	OF 34-	00 1:	07 1 1	00.4	00.0	T-4 *
								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019	16	11	10	14 5	26	19	7	11	19	8		9	165
Civil Rights				5	11 1	<b>10</b>	5 1	1	8	1	4	4	<b>57</b>
Civil Rights - Racial Profiling or Discrimina	ation				1 1	1	7	1 1		1 1			5
Civil Rights - Sex/Gender/Gender Identity-		or			1	- 1	1	- 1		- 1			4
Customer Service	- Not Transgend	CI			3	5	1	2			1	1	13
Customer Service - Others					3	1	1				1	- 1	13
Customer Service - TSO					3	4	1	2			1	1	12
Lost and Found					3	4	1				1	1	12
Lost and Found - Airport/TSA												1	1
				4	2	- 4			0	- 1	4		
Mishandling of Passenger Property			1	1	2	1			2	1	1	1	9
Mishandling of Passenger Property - Dam									1				1
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsChec	ked Baç	1	2	1			1	1	1	1	3
Patdown					1				1				2
Patdown - Flyer					1				1				
Persons w/ Disabilities (PWD)					2							1	
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not WI	heelchair d	or Scooter)		2								
Property - Special Handling				2		1		4	2	1	2		1:
Property - Special Handling - Damaged Ite	ems - Carry-On					1			1				
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item								1		1	1		
Property - Special Handling - Missing Item				2				2	1		1		
	is - Officered			2	2	2	2				<u>'</u>		
Screening Children						2	3		3				1:
Screening - Children				0	0								- 1
Screening - Procedures/Process	_	_		2	2	2	3	-	2				1
20	8	2	4	1	5	7		2	5		5	1	4
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	2		1	1	2	3		1			2		1
Customer Service - Others	1												
Customer Service - TSO	1		1	1	2	3		1			2		1
Locks			1		1								
Locks - Missing or Damaged Lock			1		1								
Mishandling of Passenger Property			1			2			1		1		
Mishandling of Passenger Property - Dam	aned/Missing Ite	msC	1						1		1		
Mishandling of Passenger Property - Disa						2			1		- '		
	rrayed itemsCa	arry-orr or v							4				
Patdown	1		11		1	1			1				
Patdown - Flyer	1		1		1	1			1				
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	1	1						1	2		1		
Property - Special Handling - Damaged Ite	ems - Carry-On								1		1		2
Property - Special Handling - Damaged Ite	ems - Checked								1				
Property - Special Handling - Missing Item		1											
								1					
Property - Special Handling - Missing Item	1												
Property - Special Handling - Missing Iten Screening		1			1	1			1		1	1	
Screening	2	1				1			1			1	
Screening - Procedures/Process	2 2	1		4	1	1	,	•	1	E	1	1	
Screening Screening - Procedures/Process 21	2			1			2	2		5	1 <b>6</b>		3
Screening Screening - Procedures/Process  21 Civil Rights	2 2 <b>2</b>	1		1	1	1	2	2	1	5	1 <b>6</b> 1	1	3
Screening Screening - Procedures/Process  121 Civil Rights Civil Rights - Racial Profiling or Discrimina	2 2 <b>2</b>	1			1 2	1			1 6		1 <b>6</b> 1	1	3
Screening Screening - Procedures/Process  121 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	2 2 <b>2</b>	1		1	1 2	1	2	1	1 <b>6</b>	1	1 6 1 1 2	1	3
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discrimina  Customer Service Customer Service - TSO	2 2 <b>2</b>	1			1 2 1	1			1 6	1	1 6 1 1 2 2	1	1 1
Screening Screening - Procedures/Process  121 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 <b>2</b> 2	1 2		1	1 2	1	2	1	1 <b>6</b>	1	1 6 1 1 2 2	1	1 1
Screening Screening - Procedures/Process  21 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO	2 2 <b>2</b> 2	1 2		1	1 2 1	1	2	1	1 <b>6</b>	1	1 6 1 1 2 2 2	1	1 1
Screening Screening - Procedures/Process  121 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program	2 2 <b>2</b> 2	1 2		1	1 2 1 1	1	2	1	1 <b>6</b>	1 1 2	1 6 1 1 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 2 ation	1 2		1	1 2 1 1	1	2	1	1 <b>6</b>	1 1 2	1 6 1 1 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  121 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	2 2 2 ation	1 2		1	1 2 1 1	1	2	1	1 <b>6</b>	1 1 2	1 6 1 1 2 2 2 2	1 4	1
Screening Screening - Procedures/Process  121 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	2 2 2 ation	1 2		1	1 2 1 1	1	2	1	1 <b>6</b>	1 1 2 2	1 6 1 1 2 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam  Patdown Patdown - Children	2 2 2 ation	1 2		1	1 2 1 1	1	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General	2 2 2 ation	1 2		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2	1 6 1 1 2 2 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD)	2 2 2 ation	1 2		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	2 2 2 ation	1 2		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	1 4	1 1
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato	2 2 2 ation	1 2 1 1 1 1 1		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 1 2 2 2 2 2	3 3	1 1
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam  Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling	2 2 2 ation  - TSA PreCheck 1 1 1 rry and Inha 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	1 1
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam  Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item	2 2 2 ation  - TSA PreCheck 1 1 1 sry and Inha 1 ss - Carry-C	1 2 1 1 1 1 1		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 1 2 2 2 2 2	3 3	1 1
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item	2 2 2 ation  - TSA PreCheck 1 1 1 sry and Inha 1 ss - Carry-C	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 1 2 2 2 2 2	3 3 3	3
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling	2 2 2 ation  - TSA PreCheck 1 1 1 sry and Inha 1 ss - Carry-C	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1 2 1 1	1 2	2	1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	1. 1.
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 2 ation  - TSA PreCheck 1 1 1 sry and Inha 1 ss - Carry-C	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1 2 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3.
Screening Screening - Procedures/Process  21 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	2 2 2 ation  - TSA PreCheck 1 1 1 sry and Inha 1 ss - Carry-C	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	1	1 2 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	1 1 1
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	2 2 2 ation  - TSA PreCheck 1 1 1 ry and Inha 1 s - Carry-C 1	1 1 1 1 1	<b>6</b>	1 1	1 2 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process	2 2 2 ation  - TSA PreCheck 1 1 1  rry and Inha 1 is - Carry-C 1	1 2 1 1 1 1 1 7		1 1 7	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3
Screening Screening - Procedures/Process  21 Civil Rights Civil Rights - Racial Profiling or Discrimine Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  22 Customer Service Customer Service - TSO	2 2 2 ation  - TSA PreCheck 1 1 1  ary and Inha 1 as - Carry-C 1 6 2 2 2	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	7 1 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam  Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  222  Customer Service Customer Service - TSO  Expedited Passenger Screening Program	2 2 2 ation  - TSA PreCheck 1 1 1  ary and Inha 1 as - Carry-C 1 6 2 2 2 2	1 2 1 1 1 1 1 1 5 5	1 1 3	7 1 1 1 3	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3 3 3
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  222  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 2 ation  - TSA PreCheck 1 1 1  ry and Inha 1 as - Carry-C 1  6 2 2 2 - TSA Application	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 1 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3 3 3 3
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  222  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	2 2 2 ation  - TSA PreCheck 1 1 1  ry and Inha 1 s - Carry-C 1  6 2 2 2 - TSA Application 2	1 2 1 1 1 1 1 1 5 5	1 1 3	7 1 1 1 3	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3 3 3 3 1 1 1 1
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  222  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown	2 2 2 ation  - TSA PreCheck 1 1 1  ry and Inha 1 s - Carry-C 1  6 2 2 2 - TSA Application 2 1	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 1 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3
Screening Screening - Procedures/Process  221 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  22 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer	2 2 2 ation  - TSA PreCheck 1 1 1  ry and Inha 1 s - Carry-C 1  6 2 2 2 - TSA Application 2	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 1 3 1 2	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3 3 1 1 1 1
Screening Screening - Procedures/Process  121  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  122  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer Property - Special Handling	2 2 2 ation  - TSA PreCheck 1 1 1  ory and Inha 1 s - Carry-C 1  6 2 2 2 - TSA Application 2 1 1	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 1 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3 3 3 1 1 1 1
Screening Screening - Procedures/Process  221 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process  22 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer	2 2 2 ation  - TSA PreCheck 1 1 1  ory and Inha 1 s - Carry-C 1  6 2 2 2 - TSA Application 2 1 1	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 1 3 1 2	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	33 1. 1. 1
Screening Screening - Procedures/Process  021  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer Property - Special Handling	2 2 2 ation  - TSA PreCheck 1 1 1  ary and Inha 1 as - Carry-C 1  6 2 2 2 - TSA Application 2 1 1 as - Carry-On	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 1 3 1 2	1 2 1 1 1 1 1 1 1 1 1 1 1 3 3 3 3 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	11 11 11 11 11 11 11 11 11 11 11 11 11
Screening Screening - Procedures/Process  221  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  222  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer Property - Special Handling Property - Special Handling	2 2 2 ation  - TSA PreCheck 1 1 1  ary and Inha 1 as - Carry-C 1  6 2 2 2 - TSA Application 2 1 1 as - Carry-On	1 2 1 1 1 1 1 1 5 5 on Program	1 1 3	7 1 1 3 1 2	1 2 1 1 1 1 1 1 1 1 1 1 1 3 3 3 3 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	3.3 3.1 1.1 1.1 1.1 1.1 1.1 1.1 1.1 1.1
Screening Screening - Procedures/Process  1021  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  1022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 2 2 ation  - TSA PreCheck 1 1 1  ary and Inha 1 as - Carry-C 1  6 2 2 2 - TSA Applicatio 2 1 1 1 as - Carry-On as - Checked	1 2 1 1 1 1 1 5 5 on Program 5	1 1 3 n 3	7 1 1 1 3 1 2	1 2 1 1 1 1 1 1 1 1 1 1 1 3 3 3 3 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	33
Screening Screening - Procedures/Process  2021  Civil Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Children Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer as Observer Property - Special Handling	2 2 2 2 ation  - TSA PreCheck 1 1 1  ary and Inha 1 as - Carry-C 1  6 2 2 2 - TSA Applicatio 2 1 1 1 as - Carry-On as - Checked	1 2 1 1 1 1 1 5 5 on Program 5	1 1 3 n 3	7 1 1 1 3 1 2	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	2	1 1	1 <b>6</b>	1 1 2 2 2	1 6 1 1 2 2 2 2 2	3 3 3	14 14 14 14 14 14 14 14 14 14 14 14 14 1

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ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIH		2			1	1	1		1		1	1	
2019						1	1				1		
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property							1				1		
Mishandling of Passenger Property - Dam	iaged/Missii	ng ItemsC	hecked Ba	ggage							1		
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d			1						
2020		1											
Patdown		1											
Patdown - Non-Flyer		1											
2021									1			1	
Expedited Passenger Screening Program									1			1	
Expedited Passenger Screening Program	- TSA Appl	ication Pro	gram									1	
Expedited Passenger Screening Program	- TSA PreC	Check							1				
2022		1			1								
Expedited Passenger Screening Program		1			1								
Expedited Passenger Screening Program	- TSA PreC	1			1								

			ISA Conta	ct Center (	ICC) Data	1001 - FUI <i>F</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR		2	1	1				1		1	1	1	8
2019										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
2021		1						1			1	1	4
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	n - TSA PreC	Check										1	1
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d				1					
Property - Special Handling											1		
Property - Special Handling - Missing Iter	ms - Checke	d									1		
2022		1	1	1									3
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program	n - TSA Appl	1											
Expedited Passenger Screening Program	n - TSA PreC	Check		1									
No Jurisdiction			1										
No Jurisdiction - No Referral			1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	60	54	69	58	69	37	37	36	54	75	67	64	680
2019				17	13	21	20	20	22	37	32		197
Civil Rights						1	2	1		1	2	1	8
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns	ation					1	1				1	4	1
Civil Rights - Racial Profiling or Discrimin Civil Rights - Transgender Screening	lation					1	1	1			1	1	2
Customer Service				2	3		3	3	4	7	7	3	32
Customer Service - TSO				2	3		3	3	4	7	7	3	32
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domest	tic										1		1
Locks				2			2			1		1	6
Locks - Missing or Damaged Lock				2			2			1		1	6
Lost and Found							1						1
Lost and Found - Airport/TSA  Mishandling of Passenger Property				9	3	4	1 5	6	9	12	10	4	62
Mishandling of Passenger Property - Dam	 naged/Missing	ItemsCa	arry-on Lug		3	1	3	1	9	12	10	4	2
Mishandling of Passenger Property - Dam					1	3	4	4	7	9	9	4	50
Mishandling of Passenger Property - Dam									1				1
Mishandling of Passenger Property - Disa					2		1	1	1	3	1		9
Patdown						1		1	1	3	3		9
Patdown - Flyer						1			1	2	2		6
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				4	0	0		1			1	4	2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Autism S	hootrum			1	2	2	2			2	1	1	12
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General	Pectrum			1	1						- 1	1	3
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	I v Necessarv M	ledication	and Medic				1					ı	1
Persons w/ Disabilities (PWD) - Medically					1		1				1		3
Persons w/ Disabilities (PWD) - Touch Av				,	•	1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S									2			2
Persons w/ Disabilities (PWD) - Wounded	d Warrior					1							1
Property - Special Handling				3	4	7	3	6	5	8	6	3	
Property - Special Handling - Damaged It						1			1	_			2
Property - Special Handling - Damaged It		d			1	0	2	0	3	5	3 1		14
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten				3	1	2	1	2	1	1 2	2	1 2	10 19
Request for Assistance	lis - Checked			3		4		4	ı	1			19
Request for Assistance - Other										1			1
Screening					1	6	2	3	3	2	1	2	
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1	6	1	2	2	1	1	1	15
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - Security Breach	22	15	24	10	18	7	4	4	7	12	8	1 14	1 145
Advanced Imaging Technology (AIT)	22	13	24	10	10	,	-	•	,	12		14	143
Advanced Imaging Technology (AIT) - No	n-Flyer									1			1
Civil Rights	2			1		1			2		1	1	8
Civil Rights - Age									1		1		2
Civil Rights - Racial Profiling or Discrimin						1			1				3
Civil Rights - Sex/Gender/Gender Identity				1								1	3
Customer Service	2	3	6	2	5		1	1		2		3	
Customer Service - Others		2	1	2			4			0		2	1
Customer Service - TSO  Locks	2	3	5 2	2	5 2	1	1	1	1	2 1		3	24 15
Locks - Missing or Damaged Lock	1	4	2	2	2	1			1	1		1	15
Lost and Found	1		1			- '			'			'	2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	4	4	5	1		1	1	4	4	5	39
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	arry-on Lug	gage						1			1
Mishandling of Passenger Property - Dam		4	4	4	4	1		1	1	3	4	4	36
Mishandling of Passenger Property - Disa	-	-Carry-on	or Checked	t	1							1	2
Patdown	2		1			1				1			5
Patdown - Flyer	1					1				1			3
Patdown - Flyer as Observer	1		1										2
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cancer (	1	react Co-	1		1		1					1 1	5
				al Cupplios	1							1	1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi			and Medica	ai Supplies	- 1								1
Persons w/ Disabilities (PWD) - Troch Av		iliu Casis											1
Persons w/ Disabilities (PWD) - Wheelch		Segway					1						1
Property - Special Handling	3	4	7		1	1	2	1	2	1	2	2	
Property - Special Handling - Damaged It	tems - Carry-C	)n	1										1
Property - Special Handling - Damaged It	tems - Checke	d	3				1				1		5
Property - Special Handling - Missing Iten		2	2						1				5
Property - Special Handling - Missing Iten		2	1		1	1	1	1	1	1	1	2	15
Screening	4		2	1	4	2		1	1	2	1	1	19
Screening - Crew Member or Airline Emp								1					1
	loyee		_			_							16
Screening - Procedures/Process	loyee 3		2	1	4	2			1	2	1		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	loyee 3		2	1	4	2			1	2	1		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening	loyee 3	10					19	19				1	1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening 2021	loyee 3	10	8		5	9	13	12	25 1	26	27	1 <b>35</b>	1 1 186
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Shoe Screening	loyee 3	10		6			13	12	25			1	1 1

gories	10-Oct	11-Nov	12-Dec	tact Center ( <sup>-</sup> : 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening	10-061	1 1-14UV	12-DeC	: 01-Jan 1	02-FBD	03-Mai	vApr	UJ-IVIAY	oo-Juli	or-Jui	oo-Aug	09-Sep	1 Otai
				1					4			I	
Claims				1					1				2
Claims - General					4	0		0	1		-		2
Customer Service		2		7	1	2	1	2	6	4		5	31
Customer Service - Others											1		1
Customer Service - TSO		2		7	1		1		6	4		5	30
Expedited Passenger Screening Program				1	1	3	5	6	7	12	15	23	73
Expedited Passenger Screening Program	- TSA Applic	cation Pro	gram			1		2		2			5
Expedited Passenger Screening Program	- TSA PreCl	heck		1	1	2	5	4	7	10	15	21	66
Expedited Passenger Screening Program	- TSA/DHS	Employee	s - Opt In									2	2
Identification (ID) Requirements								2					2
Identification (ID) Requirements - Domest	ic							1					
Identification (ID) Requirements - Real ID								1					
Locks				1				- '			1		
Locks - Missing or Damaged Lock											1		
				1					4		1		
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property	3	3				1	3		2	2	2	1	17
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Carry-on Li	uggage							1		
Mishandling of Passenger Property - Dam	3	2					3			2	1	1	12
Mishandling of Passenger Property - Disa	rraved Item	1				1			2				4
No Jurisdiction	,									1			
No Jurisdiction - Refer to Other										1			
Patdown	2	1							1		4		
Patdown - Flyer	2	1							1		4		
		- 1					0	4	2	2			
Persons w/ Disabilities (PWD)							2	1		3			10
Persons w/ Disabilities (PWD) - Diabetes										1			
Persons w/ Disabilities (PWD) - General									1				
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1			1		
Persons w/ Disabilities (PWD) - Internal M	Medical Device	ces									1		
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ached to tl	he Body						1				
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	n and Med	dical Supplies			1						
Persons w/ Disabilities (PWD) - Mobility D										1			
Persons w/ Disabilities (PWD) - Wheelcha				,						1			
Persons w/ Disabilities (PWD) - Wounded		oogway					1						
Property - Special Handling	3	4		2	2	2	1	1	3	1	1	2	2:
								ı	3	ı.			
Property - Special Handling - Damaged Ite							1						
Property - Special Handling - Damaged Ite		3		1		1			1		1	1	
Property - Special Handling - Missing Item					1			1	1				
Property - Special Handling - Missing Item	2	1		1	1	1			1	1		1	!
Screening	2			1	1	1	1		1	1	1	2	11
Screening - Inconsistency										1			
Screening - Procedures/Process	2			1	1	1	1		1		1	2	10
2022	28	29	3	37 25	33								152
Civil Rights				1									
Civil Rights - Transgender Screening				1									
Customer Service	2	2		5 1	3								1;
					3								
Customer Service - Others	_	_		1 4	_								4
Customer Service - TSO	2	2		4 1									1:
Expedited Passenger Screening Program	19	26		28 18									12
Expedited Passenger Screening Program	- TSA Appl	3		2 1	2								
Expedited Passenger Screening Program	18	23	2	26 17	27								11
Expedited Passenger Screening Program	1												
Mishandling of Passenger Property				2									
Mishandling of Passenger Property - Dam	ı ıaned/Missin	a ItemsC	hecked B										
Mishandling of Passenger Property - Dam	0	0											
Notice of Violation/Civil Penalties	lageu/iviissiii	g itellisc		1									
Notice of Violation/Civil Penalties - Gener	aı ı			1									
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)	2												
Persons w/ Disabilities (PWD) - Hearing I	1												
Persons w/ Disabilities (PWD) - Medically	1												
Property - Special Handling		1		1	1								
Property - Special Handling - Missing Item	Is - Carry C	1		I	1								
				4									
Property - Special Handling - Missing Item		ı		1									
Screening	5			2 2									9
Screening - Inconsistency	1			1									2
Screening - Procedures/Process	4			1 2									7

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PKB	1		1		1			1				1	5
2020	1		1		1			1					4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Ite	ms - Checke	d						1					1
Screening	1				1								2
Screening - Procedures/Process	1				1								2
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Progra	m - TSA Appl	ication Pro	gram									1	1

tegories	10-Oct	11-Nov	12-D€	ec 01	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	4	3		2	6	2	2		4	1	5	5	4	3
2019							2		3	1	2	5	2	1
Customer Service									2				1	
Customer Service - TSO									2				1	
Mishandling of Passenger Property							1		1		2	2	1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked	Baggag	je						1	2		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Che	cked			1		1		1		1	
Patdown												1		
Patdown - Flyer												1		
Property - Special Handling												1		
Property - Special Handling - Missing Iten	ns - Checke	d										1		
Screening							1			1		1		
Screening - Procedures/Process							1			1		1		
2020	1	3		2	4	1					3		1	
Customer Service		1			1	1					1			
Customer Service - TSO		1			1	1					1			
Human Capital	1													
Human Capital - Prospective Employmen	1													
Locks				1										
Locks - Missing or Damaged Lock				1										
Mishandling of Passenger Property		1			3						2		1	
Mishandling of Passenger Property - Dam	aged/Missir	1			3						2		1	
Property - Special Handling		1		1										
Property - Special Handling - Damaged Ite	ems - Checl	1		1										
2021	2				1				1				1	
Customer Service					1								1	
Customer Service - Others					1									
Customer Service - TSO													1	
Patdown	1													
Patdown - Flyer	1													
Persons w/ Disabilities (PWD)									1					
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Me	edical S	upplies				1					
Property - Special Handling	1													
Property - Special Handling - Missing Iten	1													
2022	1				1	1								
Customer Service					1									
Customer Service - TSO					1									
Expedited Passenger Screening Program	1					1								
Expedited Passenger Screening Program	1					1								

*atamaviaa	40.0-4			act Center				04.4	05.14	00 1	07 11	00 4	00.0	T-4-1
categories		11-Nov	12-Dec	01-Jan					05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	25	22	1			20	17	11	20	30	21			238
2019					4	1	9	3	7	9	2		7	47
Civil Rights												1		1
Civil Rights - Racial Profiling or Discrimina	ation											1		1
Customer Service						1	2			1			1	5
Customer Service - TSO						1	2			1			1	5
Identification (ID) Requirements								1						1
Identification (ID) Requirements - Domest	ic							1						1
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
					1		4	4	0	4	1			
Mishandling of Passenger Property	1/8 41 1				1		1	1	2					10
Mishandling of Passenger Property - Dam										1	1			2
Mishandling of Passenger Property - Dam					1		1	1	1	2				6
Mishandling of Passenger Property - Dam									1					1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Check	ed						1				1
Patdown							1			1		1	4	7
Patdown - Flyer							1			1		1	4	7
Property - Special Handling					2		2	1	3	1		1		10
Property - Special Handling - Damaged Ite	ems - Carrv-C	)n					1			1				2
Property - Special Handling - Damaged Ite								1				1		2
Property - Special Handling - Missing Item		-			2		1							3
Property - Special Handling - Missing Item									3					3
	is - Checked						0				- 4			
Screening					1		3		2	1	1	2	2	12
Screening - Lengthy Lines							2							2
Screening - Procedures/Process					1		1		2	1	1		2	9
Screening - Security Breach												1		1
2020	8	3		3	7	4	6			2	1	2	3	39
Civil Rights	1													1
Civil Rights - Racial Profiling or Discrimina														
Customer Service	'						1						1	
Customer Service - TSO							1						- I	
							- 1						1	2
Locks							1				1		1	3
Locks - Missing or Damaged Lock							1				1		1	3
Mishandling of Passenger Property	1	2		1	1		3			1		1		10
Mishandling of Passenger Property - Dam	1	2			1		2			1		1		8
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	1	1			1							2
Patdown	1			1	2	1								5
Patdown - Flyer	1				2	1								
Persons w/ Disabilities (PWD)	2													2
Persons w/ Disabilities (PWD) - Diapers/0														-
Persons w/ Disabilities (PWD) - Ostomy/0														-
	'	4			0		-					4	4	
Property - Special Handling		1			2		1					1	1	6
Property - Special Handling - Damaged Ite		1												1
Property - Special Handling - Damaged Ite		d			2									2
Property - Special Handling - Missing Item	ns - Checked						1					1	1	3
Request for Assistance						1								1
Request for Assistance - Other						1								1
Screening	3			1	2	2				1				ç
Screening - Gate Pass				1										1
Screening - Inconsistency					1									
Screening - Procedures/Process	3				1	2				1				-
2021	3	3			1	2	2	8	13	19	18	13	7	92
Additional Information Required/Insufficient Info					-	-			10	13	1			- 52
•		ENANII	ONLY											
Additional Information Required/Insufficier		- EIVIAIL	UNLY								1			
Civil Rights	1							2		1				
Civil Rights - Constitutional Rights										1				1
Civil Rights - Racial Profiling or Discrimina								2						2
Civil Rights - Sex/Gender/Gender Identity	1													1
Claims					1									1
Claims - General					1									
Customer Service		1			1	1	2	2	3	5	3	3	3	24
Customer Service - Others									1					
Customer Service - TSO		1			1	1	2	2	2	5	3	3	3	23
Expedited Passenger Screening Program						•		1	3	4	6			20
Expedited Passenger Screening Program	TSA DroCh	ack						1	3	4	6			
	- ISA FIECII	EUK						1	3	4	0		1	20
Locks	1											1		2
Locks - Missing or Damaged Lock	1											1		2
Mishandling of Passenger Property		1			1	1			2	1				6
Mishandling of Passenger Property - Dam		1			1	1			1	1				5
Mishandling of Passenger Property - Dam	aged/Missing	ItemsL	Inspecified	Luggage					1					1
No Jurisdiction									1					1
No Jurisdiction - Refer to Other									1					
Patdown										1	1	1		
												1		
Patdown - Flver										1		'		
Patdown - Flyer														
Patdown - Flyer as Observer											- 4			
Patdown - Flyer as Observer Patdown - General										4	1			
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD)										1	4			Ę
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S										1	4			5
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sl Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1	4 1 1			5
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sly Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	olants (joint) Disability (Not		nair or Sco	oter)							4			5 1 1 2
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sly Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Wheelche	olants (joint) Disability (Not		nair or Sco	oter)						1	4 1 1			5 1 1 2
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sly Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I	olants (joint) Disability (Not		nair or Sco	oter)					1		4 1 1		2	1 5 1 1 2 1 13
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sl Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelcha	plants (joint) Disability (Not air/ Scooter/ S		nair or Scoo	oter)					1	1	1 1 2		2	5 1 1 2 1 13
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	Diants (joint) Disability (Not air/ Scooter/ S	Segway	nair or Scoo	oter)					1	1 6	1 1 2	2	2	5 1 1 2 1 13
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelchat Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	Diants (joint) Disability (Not air/ Scooter/ S 1 1 ems - Checke	Segway	nair or Scoo	oter)						1 6 4	1 2	2	1	5 1 1 2 1 13 6
Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	Diants (joint) Disability (Not air/ Scooter/ S 1 1 ems - Checke	Segway		,	1			3	1 1 3	1 6	1 2	2 1	1	5 1 1 2 1 13

		7	SA Conta	ct Center (*	ГСС) Data <sup>-</sup>	Tool - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency				1			2	3					
Screening - Lengthy Lines										1			
Screening - Procedures/Process		1					1			1	1	1	
2022	14	16	8	9	13								6
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimin	ation	1											
Customer Service	2	3		1	1								
Customer Service - TSO	2	3		1	1								
Expedited Passenger Screening Program	10	9	7	5	10								4
Expedited Passenger Screening Program	1				2								
Expedited Passenger Screening Program	9	9	7	5	8								3
Mishandling of Passenger Property		2		1									
Mishandling of Passenger Property - Dam	naged/Missii	1											
Mishandling of Passenger Property - Dam	naged/Missii	1		1									
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - General	1												
Property - Special Handling			1	1									
Property - Special Handling - Damaged It	ems - Carry-C	On	1	1									
Screening		1		1	2								
Screening - Inconsistency					1								
Screening - Procedures/Process		1		1	1								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PPG	1		1			1						1	4
2020	1		1			1							3
Customer Service			1										1
Customer Service - TSO			1										1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1

			I SA COIILA	ci center (	rcc) Data	1001 - FUIA	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI				1			1	1		1		4	8
2019							1					1	2
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage			1					1	2
2020												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged It	tems - Chec	ked										1	1
2021								1		1		2	4
Customer Service										1			1
Customer Service - TSO										1			1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checke	d						1					1
Screening												1	1
Screening - Procedures/Process												1	1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	n - TSA PreC	Check		1									1

			ion conta	ci center (	.co, Bata		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC		2		1			1		2	3		1	10
2019				1					1				2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage					1				1
Screening				1									1
Screening - Procedures/Process				1									1
2020										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2021		1					1		1	2		1	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program	- TSA PreC	Check								2			2
Property - Special Handling		1							1				2
Property - Special Handling - Damaged It	ems - Carry	1											1
Property - Special Handling - Damaged It	ems - Checl	ked							1				1
Screening							1						1
Screening - Procedures/Process							1						1
2022		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program	- TSA PreC	1											1

tegories	10-Oct 11-			1-Jan	CC) Data To 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	4	6	4	13	5	3	1			1		•	
2019		•	•	3	_	2	1			•	2		
Civil Rights								1			1		
Civil Rights - Racial Profiling or Discrimina	ation							1			1		
Customer Service												1	
Customer Service - TSO												1	
Locks				1				1	1			1	
Locks - Missing or Damaged Lock				1				1	1			1	
Mishandling of Passenger Property						1					1		
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChec	ked Bagga	ge		1					1		
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)				2									
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)			1									
Persons w/ Disabilities (PWD) - Service A				1									
Property - Special Handling						1			3				
Property - Special Handling - Damaged It	ems - Carry-On								1				
Property - Special Handling - Missing Iten									1				
Property - Special Handling - Missing Iten						1			1				
Screening	is - Officered					'	1		'				
Screening - Procedures/Process							1						
2020		4		3	1								
		1		3	1								
Locks													
Locks - Missing or Damaged Lock		1			1								
Mishandling of Passenger Property			land David	1_									
Mishandling of Passenger Property - Dam	aged/Missing Ite		ked Ba(	1									
Patdown		2											
Patdown - Flyer		2											
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)			1									
Property - Special Handling		1											
Property - Special Handling - Missing Iten	rs - Checke	1											
Screening				1									
Screening - Procedures/Process				1									
2021			1	6	3	1		5	2	1	3	3	
Civil Rights								1					
Civil Rights - Age								1					
Customer Service				3	1				1	1			
Customer Service - Others					1								
Customer Service - TSO				3					1	1			
Expedited Passenger Screening Program								3	1		2	3	
Expedited Passenger Screening Program	- TSA PreCheck							3			2		
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	ı aged/Missing Ite	msChec	ked Bagga	ge							1		
Ombudsman	agoa,,,,,oo,,,g	000	ou Duggu	90	1								
Ombudsman - General					1								
Property - Special Handling				1				1					
Property - Special Handling - Damaged It	ems - Checked							1					
Property - Special Handling - Missing Iten				1									
Screening	is - Checked		1	2	1								
Screening Screening - Crew Member or Airline Empl	OVEE		1		1								
	oyee 			1	1								
Screening - Lengthy Lines													
Screening - Procedures/Process	_	_	1	1									
2022	4	2	3	1	1								
Customer Service		1											
Customer Service - TSO	_	1											
Expedited Passenger Screening Program	3	1	1	1									
Expedited Passenger Screening Program	1			1									
Expedited Passenger Screening Program		1	1										
Mishandling of Passenger Property	1												
Micharding of December Property Dom	1												
Mishandling of Passenger Property - Dam			1										
No Jurisdiction													
			1										
No Jurisdiction  No Jurisdiction - Refer to Other			1										
No Jurisdiction  No Jurisdiction - Refer to Other  Screening													
No Jurisdiction  No Jurisdiction - Refer to Other			1		1								

		•	SA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	1	2	3	2	1	1	1	1	1	2	1	1	17
2019							1	1	1	2		1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Customer Service										1			1
Customer Service - TSO										1			1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsU	nspecified	Luggage					1				1
Patdown										1			1
Patdown - Flyer										1			1
Screening												1	1
Screening - Procedures/Process												1	1
2020	1	1	1	2									5
Mishandling of Passenger Property		1	1	2									4
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1	2									3
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
2021						1					1		2
Customer Service						1							1
Customer Service - TSO						1							1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domesti	c										1		1
2022		1	2	!	1								4
Customer Service			1										1
Customer Service - TSO			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Breast Ca	ncer		1										1
Screening		1			1								2
Screening - Procedures/Process		1			1								2

			TSA Conta	ct Center (	TCC) Data	1001 - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSG	3		1					1	1	1	1	3	11
2019								1	1		1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property -	Damaged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Property - Special Handling									1			1	2
Property - Special Handling - Damage	ed Items - Chec	ked							1				1
Property - Special Handling - Missing	Items - Checke	d										1	1
Screening								1					1
Screening - Inconsistency								1					1
2020			1									1	2
Civil Rights			1										1
Civil Rights - Racial Profiling or Discr	mination		1										1
Customer Service												1	1
Customer Service - TSO												1	1
2021										1		1	2
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Whe	elchair/ Scooter	Segway								1			1
2022	3												3
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1

			I SA CUIILA	ci center (	ICC) Data	001 - FOIF	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM		1			5		1		1	1			9
2019					1								1
Customer Service					1								1
Customer Service - Others					1								1
2020					2								2
Property - Special Handling					1								1
Property - Special Handling - Missing Iter	ns - Checked	d			1								1
Screening					1								1
Screening - Procedures/Process					1								1
2021							1		1	1			3
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Carry-O	n								1			1
Screening							1						1
Screening - Lengthy Lines							1						1
2022		1			2								3
Expedited Passenger Screening Program		1			2								3
Expedited Passenger Screening Program	- TSA Appli	cation Pro	gram		1								1
Expedited Passenger Screening Program	- TSA PreC	1			1								2

ategories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	26	29	40	48	41	29	11	15	13	15		10	290
2019				8	11	9	3	10	5	4		5	60
Customer Service					3	2		1	1			1	3
Customer Service - Others								1					
Customer Service - TSO					3	2			1			1	7
Locks				2	1	1						1	
Locks - General				1	4	4						4	
Locks - Missing or Damaged Lock Lost and Found				1	1	1		1				1	4
Lost and Found - Airport/TSA					1			1					2
Mishandling of Passenger Property				1	2	2	2	4	2	1	1	2	17
Mishandling of Passenger Property - Dam	l naged/Missing I	temsCa	arry-on Lugo				1	1		- 1			
Mishandling of Passenger Property - Dam				1	1	1	1	2	1	1	1	2	1
Mishandling of Passenger Property - Disa					1	1		1	1				4
Patdown					1			2				1	
Patdown - Flyer					1			2				1	4
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication	and Medica						1				
Property - Special Handling				4	3	4		2		3			1
Property - Special Handling - Damaged It				4	2					4	1		
Property - Special Handling - Damaged It				1	1	2		4		1	1		
Property - Special Handling - Missing Iten				1 2		0		1		0			
Property - Special Handling - Missing Iten	ns - Checked			1		2	1	1	1	2	1		
Screening Precedures/Precess				1			1		1		1		
Screening - Procedures/Process 2020	7	11	15	15	12	12	2		2	4			8
Civil Rights		1	1	13	12	12					<u>'</u>		0
Civil Rights - Constitutional Rights			1										
Civil Rights - Racial Profiling or Discrimina	ation	1											
Customer Service	1	3	1			5	2			1			1
Customer Service - TSO	1	3	1			5	2			1			1
Locks	1	1	1	3	1				1				
Locks - Missing or Damaged Lock	1	1	1	3	1				1				
Mishandling of Passenger Property	1	4	3	9	4	6				1			2
Mishandling of Passenger Property - Dam		4	2	7	3	6				1			2
Mishandling of Passenger Property - Disa	rrayed Items(	Carry-on	1	2	1								
Patdown			1		1								
Patdown - Flyer					1								
Patdown - Flyer as Observer		4	1	4	2								
Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Metal Imp	lanta (ioint)	1		1	1								
Persons w/ Disabilities (PWD) - Metal IIII	. ,	Vheelcha	ir or Scoot	1	1								
Persons w/ Disabilities (PWD) - Wheelcha		1	III OI OCOOI		'								
Property - Special Handling	2	1	4	1	4				1	2	1		10
Property - Special Handling - Damaged It			1						1		· ·		
Property - Special Handling - Damaged It			2		3						1		
Property - Special Handling - Missing Iten			1							1			
Property - Special Handling - Missing Iten		1		1	1					1			4
Screening	2		4	1		1							
Screening - Procedures/Process	2		3	1		1							
Screening - Retrieving Abandoned/Confis			1										
2021	3	2	2	4	2	8	6	5	6	7	7	5	5
Civil Rights				1									
Civil Rights - Civil Rights Violation (TSA E	-mpioyee) I		4	1	-								
Customer Service - Others			1 1	1	1		1						
Customer Service - Others  Customer Service - TSO			- 1	1	- 1		1						
Expedited Passenger Screening Program				1		1	'	2	5	4	6	4	2
Expedited Passenger Screening Program	- DoD			'		- '			1				
Expedited Passenger Screening Program		ion Progr	ram						1	1			
Expedited Passenger Screening Program				1		1		2	3	3	6	4	2
Lost and Found				1		1							
Lost and Found - Airport/TSA				1		1							
Mishandling of Passenger Property		1	1			3	2	1		2			1
Mishandling of Passenger Property - Dam		1	1			1		1					
Mishandling of Passenger Property - Dam							1						
Mishandling of Passenger Property - Disa	rrayed Items(	Carry-on	or Checked			2	1			2			
Patdown					1			1					
Patdown - Flyer					1			1				4	
Prohibited & Permitted Items	I											1	
Drohibited 9 Dermitted Items   Liquida (Ca	le/Aprocele					1				1	1	1	
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols									- 1	- 1		
Property - Special Handling	1										1		
Property - Special Handling Property - Special Handling - Damaged It	1 ems - Carry-Or					1				1	1		
Property - Special Handling	1 ems - Carry-Or	1					3	1	1	1	1		
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 ems - Carry-Or 1					1	3	1	1	1	1		1
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening	1 ems - Carry-Or 1					1 2		1	1	1	1		1
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening Screening - Inconsistency	1 ems - Carry-Or 1 2	1	23	21	16	1 2 1	1			1	1		1
Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Screening Screening - Inconsistency Screening - Procedures/Process	1 ems - Carry-Or 1 2	1	23	<b>21</b>	16	1 2 1	1			1	1		9
Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Sex/Gender/Gender Identity	1 ems - Carry-Or 1 2 2 16	1 1 16	23		16	1 2 1	1			1	1		9
Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service	1 ems - Carry-Or 1 2 2 16	1 1 16 der 1	2	1 1 3	1	1 2 1	1			1	1		9
Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	1 ems - Carry-Or 1 2 2 16 - Not Transgen	1 1 16 der 1 1	2 2	1 1 3 3	1	1 2 1	1			1	1		9
Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 ems - Carry-Or 1 2 2 16 - Not Transgen 9	1 1 16 der 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 20	1 1 3 3 10	1	1 2 1	1			1	1		9
Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 ems - Carry-Or 1 2 2 16 - Not Transgen 9 - TSA Appl	1 1 16 der 1 1 1 1 1 3 1	2 2 20 1	1 1 3 3 10 1	1 1 12	1 2 1	1			1	1		9
Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 ems - Carry-Or 1 2 2 16 - Not Transgen 9 - TSA Appl	1 1 16 der 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 20	1 1 3 3 10	1	1 2 1	1			1	1		9.

			ISA Conta	ct Center (	ICC) Data	1001 - FOI <i>i</i>	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown			1	1	1								3
Patdown - Flyer				1	1								2
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3												3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	2			3									5
Property - Special Handling - Damaged Ite	1			2									3
Property - Special Handling - Damaged Ite	1			1									2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening		2		2	. 1								5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		2	1								Δ

			ISA Conta	ct Center (	icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB	1	1	1	3		1	1			1	1		1
2019											1		
Customer Service											1		
Customer Service - TSO											1		
2020			1	2									
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	1										
Patdown				1									
Patdown - Flyer				1									
2021						1	1			1			
Civil Rights							1						
Civil Rights - Racial Profiling or Discriming	nation						1						
Property - Special Handling						1				1			
Property - Special Handling - Damaged I	tems - Carry	On				1							
Property - Special Handling - Damaged I	tems - Check	ed								1			
2022	1	1		1									
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	1									
Persons w/ Disabilities (PWD)	1	1											
Persons w/ Disabilities (PWD) - Diapers/	Garments/D	1											
Persons w/ Disabilities (PWD) - Medicall	v 1												

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW		3		1 2	3	3		3	3	1		1	2
2019					1	2		1				1	
Locks								1				1	
Locks - Missing or Damaged Lock								1				1	
Mishandling of Passenger Property					1	2							
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	aggage	1	2							
2020		2			2	1				1			
Mishandling of Passenger Property		1				1							
Mishandling of Passenger Property - Dan	naged/Missir	1				1							
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Medical	Devices - Att	tached to th	ne Body							1			
Property - Special Handling					1								
Property - Special Handling - Missing Iter	ns - Checke	d			1								
Screening		1											
Screening - Procedures/Process		1											
2021								2	3				
Expedited Passenger Screening Program								1	1				
Expedited Passenger Screening Program	- TSA PreC	heck						1	1				
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	aggage					1				
Property - Special Handling								1	1				
Property - Special Handling - Damaged It	ems - Carry	-On						1					
Property - Special Handling - Missing Iter	ns - Checke	d							1				
2022		1		1 2	!								
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program	- TSA PreC	heck		1									
Screening		1		2									
Screening - Inconsistency				1									
Screening - Procedures/Process		1											
Screening - Retrieving Abandoned/Confis	cated Items			1									

			I SA COIILA	ct Center (	icc) Data	1001 - FUI <i>F</i>	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	1		1	3	1				1	1		9
2019										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage						1			1
2020					1						1		2
Customer Service											1		1
Customer Service - TSO											1		1
Screening					1								1
Screening - Procedures/Process					1								1
2021						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	- TSA PreC	heck				1							1
2022	1	1		1	2								5
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimin	1												1
Expedited Passenger Screening Program		1		1	2								4
Expedited Passenger Screening Program	- TSA Appli	cation Prog	gram		1								1
Expedited Passenger Screening Program	- TSA PreC	1		1	1								3

Catagorias	40.0-4		TSA Conta					05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	36	24	33		26	15	13	21	21	26	25	17	289
2019				10	7	10	9	7	13	13	11	7	87
Civil Rights				1		1		1					3
Civil Rights - Age Civil Rights - National Origin				1				1					1
Civil Rights - Transgender Screening						1							1
Customer Service					1	1	1	1					4
Customer Service - TSO					1	1	1	1					4
Locks				2	1	2	1	- '	2		2		10
Locks - Missing or Damaged Lock				2	1	2	1		2		2		10
Mishandling of Passenger Property				3	3	3	4		6	5	4	6	34
Mishandling of Passenger Property - Dam	  aned/Missing	Items(	hecked Bar		2	2	4		1	2	3		21
Mishandling of Passenger Property - Dam									1				2
Mishandling of Passenger Property - Disa					1	1			4	3	1	1	11
Persons w/ Disabilities (PWD)		ourry or	TOT OTTOOKO	u	'	'			1	1	1		3
Persons w/ Disabilities (PWD) - Diabetes									1	'	'		1
Persons w/ Disabilities (PWD) - Hearing II										1			1
Persons w/ Disabilities (PWD) - Medically		ledicatio	n and Medic	al Sunnlies						'	1		1
Property - Special Handling			· ana mound	4	2	2	2	3	3	4	2	1	23
Property - Special Handling - Damaged Ite	l ems - Checke	d		1	1		1	1	1	2		1	8
Property - Special Handling - Missing Item		u .									1		1
Property - Special Handling - Missing Item				3	1	2	1	2	2	2	1		14
Request for Assistance	is - Checked			3	- 1		- '	1			- 1		1
Request for Assistance - Other								1					1
Screening						1	1	1	1	3	2		9
Screening - Procedures/Process						ı	1	1	1	2	2		7
Screening - Procedures/Process Screening - Security Breach						1	1	1	1	1			2
2020	18	6	17	7	5	4	1	3	3	6	3	3	76
Civil Rights	18 3	1			5	4	1	3	3	1	1	<u>3</u> 1	9
Civil Rights - Age	3		ı	1						1	- 1	ı	1
Civil Rights - Age Civil Rights - Constitutional Rights										1		1	1
Civil Rights - Constitutional Rights  Civil Rights - National Origin	2											ı	2
Civil Rights - National Origin  Civil Rights - Sex/Gender/Gender Identity-		1	1	1							1		4
Civil Rights - Transgender Screening	- NOC TTAIIS(		ı	1							- 1		1
Customer Service	ı		2							1			3
Customer Service - TSO			2							1			3
Locks		1			1		1			1			7
Locks - Missing or Damaged Lock		1			1		1						7
Mishandling of Passenger Property	5	1			- 1	2	1			2		1	17
Mishandling of Passenger Property - Dam	4	1				2				2		1	16
Mishandling of Passenger Property - Disa			4									1	10
Patdown	'		1										1
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)		1			1			1					5
Persons w/ Disabilities (PWD) - Autism S	nectrum	1			- 1			'					1
Persons w/ Disabilities (PWD) - Addishi S	Peculum							1					1
Persons w/ Disabilities (PWD) - Internal M	     Medical Device	26			1			'					1
Persons w/ Disabilities (PWD) - Metal Imp		75	1		- 1								1
Persons w/ Disabilities (PWD) - Metal IIIIp	. ,	Wheelch											1
Property - Special Handling	7	2		2	3	2		2	3	2	2	1	28
Property - Special Handling - Damaged Ite		1			2	1			3		1	ı	11
Property - Special Handling - Missing Item				1									2
Property - Special Handling - Missing Item		1	2		1	1		2		2	1	1	15
Screening	3	'	3		'	'					'		6
Screening - Inconsistency	1		0										1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1		3										4
2021	1	2			1	1	3	11	5	7	11	7	50
Civil Rights						1	J	1		- 1	11	2	3
Civil Rights - Racial Profiling or Discrimina	ı ation											2	2
Civil Rights - Sex/Gender/Gender Identity-		nder						1					1
Customer Service	90						1	1	2	2	1		7
Customer Service - TSO							1	1	2	2	1		7
Expedited Passenger Screening Program							1	4	2	2	8	3	20
Expedited Passenger Screening Program	- TSA Applica	ation Pro	gram									1	1
Expedited Passenger Screening Program			-				1	4	2	2	8	2	19
Mishandling of Passenger Property			1					1	1	1	1		5
Mishandling of Passenger Property - Dam	i naged/Missing	ItemsC						•	1		1		3
Mishandling of Passenger Property - Disa								1		1			2
Patdown	,	, 51	255.1.0					1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway								1			1
Property - Special Handling	1	2			1	1	1	1		1			8
Property - Special Handling - Damaged Ite	ems - Checke						1	1					2
Property - Special Handling - Missing Item		2			1	1				1			6
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening								2				2	4
Screening - Procedures/Process								2				2	4
2022	17	16	15	15	13								76
Customer Service	2		1										3
Customer Service - TSO	2		1										3
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	11	10		15	11								56

			SA Conta	st Center (	CC) Data i	001 - FUIF	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	- TSA Appl	2		1									3
Expedited Passenger Screening Program	11	8	9	14	11								53
Identification (ID) Requirements		1	2		1								4
Identification (ID) Requirements - Domest	ic	1	2		1								4
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Disa	1		1										2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelcha	air or Scoot	er)	1								1
Property - Special Handling	1	2	1										4
Property - Special Handling - Damaged Ite	ems - Carry	1											1
Property - Special Handling - Missing Item	1	1	1										3
Screening	2	2	1										5
Screening - Procedures/Process	2	2	1										5

			on conta	oc	.co, bata	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	1			1		1	1		1				5
2021						1	1		1				3
Customer Service						1							1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer									1				1
Screening							1						1
Screening - Inconsistency							1						1
2022	1			1									2
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program	- TSA PreC	heck		1									1

PWM 2019 Civil Rights	10-Oct 14	11-Nov 1	12-De	11	01-Jan 8 1	02-Feb 13 2	03-Mar 8 2	04-Apr 5 4	05-May 12 5	06-Jun 14 4	07-Jul 22 9	08-Aug 21	09-Sep 25	Total 172
2019 Civil Rights	14	1	9	11										172
Civil Rights					1	2								
												4	8	39
Civil Dights Constitutional Dights								1		1	1			3
Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimi	notion							1		1				1
Civil Rights - Sex/Gender/Gender Identit		nder								I	1			1
Customer Service	y- Not Transge	riuei							2		1	1		4
Customer Service - TSO									2		1	1		4
Locks							1				'		1	2
Locks - Missing or Damaged Lock							1						1	2
Mishandling of Passenger Property							1		1	1	1	3	4	11
Mishandling of Passenger Property - Da	ਾ maged/Missind	Items	Carry-on	Lugga	ge							1		1
Mishandling of Passenger Property - Da							1				1	2	3	7
Mishandling of Passenger Property - Da	maged/Missing	Items	Unspecifi	ed Lug	gage					1				1
Mishandling of Passenger Property - Dis									1				1	2
Patdown											3			3
Patdown - Flyer											3			3
Persons w/ Disabilities (PWD)								1						1
Persons w/ Disabilities (PWD) - Touch A	version (pain/t	rauma)						1						1
Property - Special Handling					1	2			1	2	1		1	8
Property - Special Handling - Damaged						1								1
Property - Special Handling - Damaged		d								1				1
Property - Special Handling - Missing Ite	ms - Checked				1	1			1	1	1		1	6
Screening								2	1		2		2	7
Screening - Inconsistency								1						1
Screening - Lengthy Lines													1	1
Screening - Procedures/Process			_	_				1	1		2		1	5
2020	6		5 1	7	1	1	3		2	1	5	3	6	40
Civil Rights			•											1
Civil Rights - Racial Profiling or Discrimi Customer Service	nation 1		1			1	2			1			2	7
Customer Service - TSO	1					1	2			1			2	7
Mishandling of Passenger Property	3		3	2					1			1	2	12
Mishandling of Passenger Property - Da			3	1					1			1	1	9
Mishandling of Passenger Property - Dis			0	1					'				1	3
Patdown	,			1										
Patdown - Flyer				1										
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Medical	ly Necessary N	ledication	on and Me	edical S	Supplies						1			1
Property - Special Handling	1		1	2	1		1		1		1	1	2	11
Property - Special Handling - Damaged	tems - Checke	d		1	1		1					1		4
Property - Special Handling - Missing Ite	ms - Carry-On								1					1
Property - Special Handling - Missing Ite	n 1		1	1							1		2	6
Screening	1			2							3	1		7
Screening - Inconsistency												1		1
Screening - Lengthy Lines				1										1
Screening - Procedures/Process	1			1							3			5
2021			4	1	1	4	3	1	5	9	8	14	11	61
Civil Rights			1						1					2
Civil Rights - National Origin	41		4						1					1
Civil Rights - Racial Profiling or Discrimi	nation		1	4		4			4	0		4	1	7
Customer Service - TSO				1		1			1	2		1	1	7
Expedited Passenger Screening Program				- 1		- 1		1	3	2	5	12		29
Expedited Passenger Screening Program	n - TSA PreCh	eck						1	3	2	5	12		29
Identification (ID) Requirements		COR			1	1	1	'	3	1	1	12	0	5
Identification (ID) Requirements - Domes	stic				1	1	1			1	1			5
Locks			1		'					1				2
Locks - Missing or Damaged Lock			1							1				2
Mishandling of Passenger Property											1			1
Mishandling of Passenger Property - Da	า maged/Missing	Items	Carry-on	Lugga	ge						1			1
Patdown			1											1
Patdown - Flyer			1											1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Prosther	sis/Amputees a	nd Cas	ts							1				1
Property - Special Handling											1	1	1	3
Property - Special Handling - Damaged	tems - Checke	d									1			1
Property - Special Handling - Missing Ite	ms - Carry-On											1	1	2
Screening			1				2			2			3	8
Screening - Inconsistency							1						1	2
Screening - Procedures/Process	1,		1							1			2	4
Screening - Retrieving Abandoned/Confi	scated Items						1			1				2
TWIC						2								2
TWIC - General			•	•		2								2
2022	8 oformation		0	3	5	6								32
Additional Information Required/Insufficient In			1											1
Additional Information Required/Insufficion	ont iniormatic		1											1
Customer Service - TSO			1											1
Expedited Passenger Screening Program	6		8	2	4	6								26
Expedited Passenger Screening Program  Expedited Passenger Screening Program			1		1	1								3
Expedited Passenger Screening Program			7	2	3	5								23
Locks	1			_	3	J								1
	4													
	1													1
Locks - Missing or Damaged Lock Mishandling of Passenger Property	1			1	1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Βaς	1									1
Screening	1												1
Screening - Procedures/Process	1												1

tegories	10-Oct 11		Contact Ce -Dec 01				4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
							· · · · · · · · · · · · · · · · · · ·						
RAP	8	4	8	4	3	3	3	5	10	5	5		
2019				1	1	2	1	2	4	2	1	4	
Advanced Imaging Technology (AIT)								1					
Advanced Imaging Technology (AIT) - Flye	er							1					
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	tion											1	
Customer Service										1		1	
Customer Service - TSO										1		1	
							1			- 1		2	
Locks													
Locks - Missing or Damaged Lock							1					2	
Mishandling of Passenger Property					1				2	1			
Mishandling of Passenger Property - Dama	aged/Missing Ite	msCheck	ed Baggag	е	1				2	1			
Patdown									1				
Patdown - Flyer									1				
•				4		2					4		
Property - Special Handling				1		2			1		1		
Property - Special Handling - Damaged Ite						1					1		
Property - Special Handling - Missing Item	s - Carry-On			1									
Property - Special Handling - Missing Item	s - Checked					1			1				
Screening								1					
Screening - Procedures/Process							_	1				-	
2020	2	1	4	1	1		2	1	1	1		2	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	tion											1	
Customer Service	1		1	1									
Customer Service - TSO	1		1	1									
	ı		I I	ı						4			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property	1						2						
Mishandling of Passenger Property - Dam	1						2						
Patdown		1			1								
Patdown - Flyer		1			1								
Persons w/ Disabilities (PWD)			2										
Persons w/ Disabilities (PWD) - Diabetes			1										
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W	heelch	1										
Property - Special Handling									1			1	
Property - Special Handling - Damaged Ite	ms - Chacked											1	
												ı	
Property - Special Handling - Missing Item	s - Cnecked								1				
Screening			1					1					
Screening - Procedures/Process			1					1					
2021	1	1	1			1		2	5	2	4	3	
Customer Service	1					1					1		
Customer Service - TSO	1					1					1		
	- 1					- 1							
Expedited Passenger Screening Program								1	2	1	1	2	
Expedited Passenger Screening Program	<ul> <li>TSA Application</li> </ul>	n Program							1				
Expedited Passenger Screening Program	TSA PreCheck							1	1	1	1	2	
Mishandling of Passenger Property								1	1				
Mishandling of Passenger Property - Dama	aged/Missing Ita	ms_Chaol	ed Bannan	Θ.				1					
				U				- 1					
Mishandling of Passenger Property - Disar	rayed itemsCa	arry-on or C							1				
No Subject			1										
No Subject - General			1										
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Medically	Necessary Med	ication and	Medical St	ınnlies					1				
	ivecessary wec	dallon and	iviedicai ot	applies					'			4	
Property - Special Handling	01 :	1										1	
	ms - Checl	1											
Property - Special Handling - Damaged Ite												1	
	s - Carry-On								1	1	2		
Property - Special Handling - Damaged Ite	s - Carry-On								1				
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	s - Carry-On												
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines	s - Carry-On										^		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	•									1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	5	2	3	2	1					1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	•	2	<b>3</b>	<b>2</b>	1					1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program	5	2			1					1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program	<b>5</b>		1	2	1				'	1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	<b>5</b>	1	1	2	1				,	1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	<b>5</b>	1	1	2	1				,	1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Prohibited & Permitted Items	<b>5</b> 4 4	1	1	2	1				,	1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	<b>5</b> 4 4	1	1	2	1					1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Prohibited & Permitted Items	<b>5</b> 4 4	1 1 1	1	2	1					1	2		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022  Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel	5 4 4 8/Aerosols	1 1 1	1	2						1	2		

			I SA CUIIIa	ci center (	icc) Dala	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	1	1	2	2	1	1							8
2019				1									1
Customer Service				1									1
Customer Service - TSO				1									1
2021					1	1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program	n - TSA PreC	Check				1							1
Screening					1								1
Screening - Procedures/Process					1								1
2022	1	1	2	1									5
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	1										1
Patdown			1	1									2
Patdown - Flyer				1									1
Patdown - General			1										1
Screening		1											1
Screening - Inconsistency		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDG									1				1
2020									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	gage					1				1

Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	3	2		7 5			04-Api	US-IVIAY		07-3ul			10tai
2019	3	2		, s 1				1	~	3			17
Civil Rights							•		1	,			17
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Customer Service	20011								<u> </u>	2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property				1		1	1			1			5
Mishandling of Passenger Property - Dam	aged/Missing It	tame Ch	acked Br			1	1			1			5
Patdown	aged/iviissirig ii	terrisCi	ieckeu Da	16 1		1	2			- 1	- 1		3
Patdown - Flyer						- 1	2						2
Patdown - Flyer as Observer						1							
Property - Special Handling						1						1	1
Property - Special Handling - Missing Item	Chaalad											1	1
	is - Checked											1	
Screening					1		1	1			1		5
Screening - Crew Member or Airline Empl	oyee											1	1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process					1		1	1					3
2020				1		1	1		1		1		5
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	aged/Missing I	temsCh	necked Ba	aggage			1						1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2021				2	2	1	1		3	2	3	2	16
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Expedited Passenger Screening Program							1			2		2	5
Expedited Passenger Screening Program	- TSA PreChed	ck					1			2		2	5
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti	c					1							
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missing It	temsCh	necked Ba	aggage	1								
Patdown											3		
Patdown - Flyer											3		;
Property - Special Handling					1				1				
Property - Special Handling - Damaged Ite	ems - Checked				1								
Property - Special Handling - Missing Item	s - Checked								1				1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2022	3	2	(	6 2	4								17
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Expedited Passenger Screening Program	2	1		5 2	4								14
Expedited Passenger Screening Program	2	1		5 2	4								14
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												1
Screening				1									1
<u> </u>				1									

Cotogorios	40.0-4		ISA Contac		•			05.14	00 1	07 1.1	00.4	00.0	T.4.1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	84	105	103	101	103	43	45	54	50	81	71		917
2019				22	23	27	26	37	20	31	30		241
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Fly	er							1				1	2
Civil Rights				1	2			1		3	1	1	9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimina										2	1		3
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender		1	1							1	3
Civil Rights - Transgender Screening					1			1					2
Customer Service				4	4	7	5	6		5		1	32
Customer Service - TSO				4	4	7	5	6		5		1	32
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks				2	2	2		4	1	3	4		18
Locks - Missing or Damaged Lock				2	2	2		4	1	3	4		18
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				3	4	2	7	6	8	5	9	5	49
Mishandling of Passenger Property - Dam	aged/Missing	ltemsC	arry-on Lug	gage					2		1		3
Mishandling of Passenger Property - Dam	aged/Missing	ltemsC	hecked Baç	2	3	2	4	5	5	3	8	5	37
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	1	1		3	1	1	2			9
Patdown	,			2	2		3	1	2	2	3		15
Patdown - Children											1		1
Patdown - Flyer				2	2		3	1	1	1	2		12
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)				3	5	3	2			1	4	3	21
Persons w/ Disabilities (PWD) - Autism S	nectrum			3	3	3	1				4	3	1
Persons w/ Disabilities (PWD) - Autism 5		Breast Co.	ncer				1					1	1
Persons w/ Disabilities (PWD) - Cancer (g												1	1 1
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		ııtaı /ivient	ละ เวเรสมีเมีย	1 1	1								
. ,				1	1						1		3
Persons w/ Disabilities (PWD) - General			Б			1							
Persons w/ Disabilities (PWD) - Medical [					1								1
Persons w/ Disabilities (PWD) - Medically		/ledication	and Medic	al Supplies							1	1	2
Persons w/ Disabilities (PWD) - Metal Imp							1						1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoot	1	1					1	1		4
Persons w/ Disabilities (PWD) - Visual Im	pairment											1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway			2	2					1		5
Property - Special Handling				4	2	7	4	9	5	7	4	6	48
Property - Special Handling - Damaged Ite	ems - Carry-0	On			1	1	2		1				5
Property - Special Handling - Damaged Ite	ems - Checke	ed		1		3		1		2		3	10
Property - Special Handling - Missing Item	ns - Carry-On				1		1	1	2		2		7
Property - Special Handling - Missing Item	ns - Checked			3		3	1	7	2	5	2	3	26
Request for Assistance							1					1	2
Request for Assistance - Other							1					1	2
Screening				2	2	6	4	9	4	5	5	6	43
Screening - Children				_					1				1
Screening - Crew Member or Airline Empl	OVEE			1					'		1		2
Screening - Crew Member of Affilia Empl	oyee 			1	1			1			1		2
Screening - Inconsistency Screening - Lengthy Lines				1	- 1	1		1		2			5
				ı		5	4	7	3	3	3	6	31
Screening - Procedures/Process	natad Itama				1	3	4	- 1	3	3	3	0	1
Screening - Retrieving Abandoned/Confise Screening - Security Breach	Lateu items				- 1						1		1
2020	20	30	38	22	20	10	•		•	40	7	9	
	29	30	30	23	20	10	2		2	10	,	9	180
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights		3	1	1							1	1	9
Civil Rights - Constitutional Rights					1								1
Civil Rights - Perceived Religion		1											2
Civil Rights - Racial Profiling or Discrimina		2									1	1	4
Civil Rights - Screening of Religious Cultu		monial Ite	ms	1									1
Civil Rights - Sexual Orientation - Not Tra					1								1
Customer Service	4	8	4	4	2	2			1	3		3	31
Customer Service - Others		1											1
Customer Service - TSO	4	7	4	4	2	2			1	3		3	30
Locks	4	2	4	3	1		1						15
Locks - Missing or Damaged Lock	4	2	4	3	1		1						15
Mishandling of Passenger Property	8	8	9	5	7	2						2	41
Mishandling of Passenger Property - Dam	1	1	2	1	1								6
Mishandling of Passenger Property - Dam		6	6	4	4	2						2	29
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa			1		2								5
Patdown	1	1	3	1		1							7
Patdown - Flyer	1	1	3	1		1							7
Persons w/ Disabilities (PWD)	3	- 1	2	1	1	- 1			1	3	2	1	14
Persons w/ Disabilities (PWD) - Autism S				- 1	- 1				1	1		1	14
		ntal /Mass	al Disabilit							- 1	1		
Persons w/ Disabilities (PWD) - Cognitive		ııtaı /ivient	ai มเรสมีIII(y								1		1
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Internal M			1 Dadu										1
Persons w/ Disabilities (PWD) - Medical [				1									1
Persons w/ Disabilities (PWD) - Medically											1		1
Persons w/ Disabilities (PWD) - Mobility E		vvneelch	air or Scoot	er)					1	1			2
Persons w/ Disabilities (PWD) - Ostomy/C													1
Persons w/ Disabilities (PWD) - Wheelcha			1		1					1		1	5
Property - Special Handling	7	7		4	3	4	1			2	1	1	40
Property - Special Handling - Damaged Ite			1				1						3
Property - Special Handling - Damaged Ite	1		4	2	1						1	1	10

		TSA			•								
ories	10-Oct 1	1-Nov 12	2-Dec 0	1-Jan 0	2-Feb 03	-Mar 0	1-Apr 0	5-May 06	S-Jun C	7-Jul	08-Aug	09-Sep	Tot
Property - Special Handling - Missing Item	1	1	1			1							
Property - Special Handling - Missing Item	4	6	4	2	2	3				2			
Screening	1	1	5	4	4	1				2	3	1	
Screening - Crew Member or Airline Empl	oyee									1			
Screening - Inconsistency				1									
Screening - Lengthy Lines			2										
Screening - Procedures/Process	1	1	3	3	3	1				1	3	1	
	ı	ı	3	3		- 1				'	J	- 1	
Screening - Security Breach					1								
2021	13	8	4	4	7	6	17	17	28	40	34	43	
Animals					1								
Animals - Carry-On					1								
Civil Rights	1								1	1	3	1	
Civil Rights - Constitutional Rights											1		
<u> </u>													
Civil Rights - Racial Profiling or Discrimina									1		1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der									1		
Civil Rights - Transgender Screening										1		1	
Customer Service	1	1	1		1	2	2	2	1	4	3	4	
Customer Service - TSO	1	1	1		1	2	2	2	1	4	3	4	
	ı		'										
Expedited Passenger Screening Program					1	1	4	10	18	22	21	29	
Expedited Passenger Screening Program	- DoD										1		
Expedited Passenger Screening Program	- TSA Applicat	ion Program	1				1	1	1	2	2	6	
Expedited Passenger Screening Program					1	1	3	9	17	20	18	23	
· · · · · · · · · · · · · · · · · · ·	- TOAT ICONC	JK.			'		0	<u> </u>	1	20	10	20	
Hazardous Materials Safety													
Hazardous Materials Safety - General									1				
Locks	1				1	1			1				
Locks - Missing or Damaged Lock	1				1	1			1				
Mishandling of Passenger Property	3	2	2	1	1		2			2	1	1	
		3	2		1		2					I	
Mishandling of Passenger Property - Dam		1	2	1							1		
Mishandling of Passenger Property - Dam	3	2			1		1			2			
Mishandling of Passenger Property - Disa			Checked				1					1	
Patdown	., - 2	, 5.1 01 (		1						2		1	
Patdown - Flyer				1						2		1	
Persons w/ Disabilities (PWD)	1				1		1			2		1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Medical D	Nevices - Attach	ed to the R	ody				1						
			ouy							4			
Persons w/ Disabilities (PWD) - Respirato	ry and innaier i	Equipment								1			
Persons w/ Disabilities (PWD) - Service A					1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway								1			
Prohibited & Permitted Items		,					1		1				
Drobibited 9 Dermitted Items   Vnives/Tee	le/Dezere/Cher	n Objecte					4						
Prohibited & Permitted Items - Knives/Too							1						
Prohibited & Permitted Items - Medication	/Prescription/M	edically Ne	cessary Ite				1		1				
			cessary Ite	ms 2		2	6	3	1 5	6	2	3	
Prohibited & Permitted Items - Medication Property - Special Handling	/Prescription/M 5	edically Ne	cessary Ite			2	6		5		2	3	
Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite	/Prescription/M 5 ems - Carry-On	edically Ne	cessary Ite	2		2	6	1	5	2			
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Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	/Prescription/M 5 ems - Carry-On 2 ss - Carry-C 3 1 1 42 1 1 1 1 ation Not Trans 2 - DoD 1 27 1 1	edically Ner 3  1	1 1 61 1 1 1 2 2 2 50 2 2	1 1 52 1 1 1 4 4 36 1 4 31	1 53 47	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
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Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	/Prescription/M 5 ems - Carry-On 2 ems - Carry-On 3 1 1 42 1 1 1 1 ation Not Trans 1 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	edically Ner 3	1 1 61 1 1 1 2 2 2 50 2 48	1 1 52 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property	/Prescription/M 5 ems - Carry-On 2 es - Carry-C 3 1 1 42 1 1 1 ation Not Trans 1 28 - DoD 1 27 1 1 1 1 1 1 1 1	edically Ner 3  1	1 1 61 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 52 1 1 1 1 4 4 36 1 4 31	1 53 47 3 44	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
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Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	/Prescription/M 5 ems - Carry-On 2 es - Carry-C 3 1 full 1 1 full 1 1 full 1 1 full 2 1 full 2 1 full 3 3 full 3 3 full 3 3 full 4 2 full 4 1 full 1 1	edically Ner 3  1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 52 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
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Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C	/Prescription/M 5 ems - Carry-On 2 ems - Carry-On 3 1 1 42 1 1 1 1 3 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 4 1 4 4 4 4 4	edically Ner 3	1 1 1 1 1 1 1 1 3 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Patdown Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	/Prescription/M 5 ems - Carry-On 2 ems - Carry-On 3 1 1 42 1 1 1 ation Not Trans 1 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	edically Ner 3	1 1 1 1 1 1 1 1 1 3 1 1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44 1 1 1	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Vheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Screening	/Prescription/M 5 ems - Carry-On 2 ems - Carry-On 3 1 1 42 1 1 1 1 3 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 4 1 4 4 4 4 4	edically Ner 3	1 1 61 1 1 1 1 1 1 1 1 1 2 2 3 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims - Status Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	/Prescription/M 5 ems - Carry-On 2 ems - Carry-On 3 1 1 42 1 1 1 ation Not Trans 1 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	edically Ner 3	1 1 1 1 1 1 1 1 1 3 1 1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44 1 1 1	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	
Prohibited & Permitted Items - Medication Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022 Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Claims Claims Claims - Status Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Vheelche Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Screening	/Prescription/M 5 ems - Carry-On 2 ems - Carry-On 3 1 1 42 1 1 1 ation Not Trans 1 3 3 28 - DoD 1 27 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	edically Ner 3	1 1 61 1 1 1 1 1 1 1 1 1 2 2 3 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 53 47 3 44 1 1 1	1	6 1 3 2 1	1 1 1 2	5 2 2	2 2 2	1 1 4 1	1 1 1 3	

				act Center (		Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD	2	2		1 4	4	1			2	1	1	4	22
2019				1	1					1	1		4
Customer Service					1								1
Customer Service - Others					1								1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal N	ledical Device	es									1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Carry-On			1									1
2020				1		1			1			1	4
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Checked			1									1
Screening						1							1
Screening - Procedures/Process						1							1
2021					1				1			3	5
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program	- TSA Applica	ation Prog	gram						1				1
Expedited Passenger Screening Program	- TSA PreChe	eck										1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Ba	aggage								1	1
Screening					1								1
Screening - Procedures/Process					1								1
2022	2	2		1 2	2								9
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2		1 1	1								7
Expedited Passenger Screening Program	2	2		1 1	1								7
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	air or Scoo	oter)	1								1

			ISA Conta	ct Center (	ICC) Data	1001 - FUI <i>F</i>	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RHI	1			2					2	1	1	2	9
2019									1			2	3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ggage								1	1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged	I Items - Chec	ked										1	1
Property - Special Handling - Missing It	tems - Carry-C	)n							1				1
2020	1										1		2
Property - Special Handling											1		1
Property - Special Handling - Damaged	I Items - Chec	ked									1		1
Screening	1												1
Screening - Procedures/Process	1												1
2021									1	1			2
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Progra	am - TSA PreC	Check								1			1
2022				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged	I Items - Check	ked		1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	43	62					32	33	36	56	52	35	549
2019			_	6			16	21	18	25	20	13	152
Civil Rights					2	1	2	2	1	2	1	2	13
Civil Rights - Age								1					1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimin					2	1	1				1	2	7
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender					1		1	2			4
Customer Service				2			5	6	6	7	3	3	46
Customer Service - TSO				2	3	11	5	6	6	7	3	3	46
Locks				1			1	1	3	1		1	8
Locks - Missing or Damaged Lock				1			1	1	3	1		1	8
Mishandling of Passenger Property	100			1	2	3	1	1	1	6	2	2	19
Mishandling of Passenger Property - Dam							1						1
Mishandling of Passenger Property - Dam								1	1	6	1	2	16
Mishandling of Passenger Property - Disa	irrayed items I	Carry-o	n or Check	ea	1		4	4			1	0	2
Patdown Flyer						1	1	4			2	2	10
Patdown - Flyer Persons w/ Disabilities (PWD)				2		1	1	<u>4</u>	1	1	2	2	10
Persons w/ Disabilities (PWD) - Diabetes						- 1		- 1	- 1	- 1	2	1	2
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M		200									1		1
Persons w/ Disabilities (PWD) - Medically			n and Med	ical Supplies				1			- 1		1
Persons w/ Disabilities (PWD) - Metal Im		vieulcatio	ili allu ivieu	icai Supplies				- 1				1	1
Persons w/ Disabilities (PWD) - Metal IIII		t Mhoolo	hair or Soo	ot 1		1						1	2
Persons w/ Disabilities (PWD) - Prosthesi				01 1		- 1					1		1
Persons w/ Disabilities (PWD) - Respirato									1		- 1		1
Persons w/ Disabilities (PWD) - Respirato			IEIIL	1					- 1	1			2
Property - Special Handling	Persion (pain)	u auma)		- '	1	1	3	4	4	3	2		18
Property - Special Handling - Damaged It	l ems - Carry-l	On			'	'			1				1
Property - Special Handling - Damaged It						1		2	2	1	1		7
Property - Special Handling - Missing Iten					1		1		1				3
Property - Special Handling - Missing Iten					'		2	2	1	2	1		7
Screening	lis - Officered				3	4	3	2	2	5	6	2	27
Screening - Inconsistency					J	4	1	1		<u> </u>	1		3
Screening - Lengthy Lines						1	- '	'	1	1			3
Screening - Procedures/Process					3		1	1	1	4	5	2	20
Screening - Security Breach							1					_	1
2020	12	15	5 2	0 16	13	9	4	2	1		6	5	103
Civil Rights				1	1	1					1		4
Civil Rights - Racial Profiling or Discrimin	ation			1	1	1					1		4
Customer Service	3	3	3	6 1	4	2	2					1	27
Customer Service - Others			1										1
Customer Service - TSO	3	7	7	6 1	4	2	2					1	26
Locks				1 1	1								3
Locks - Missing or Damaged Lock				1 1	1								3
Mishandling of Passenger Property	4	3	3	7	3	2		1	1		2	1	24
Mishandling of Passenger Property - Dam	naged/Missin	g Items(	Carry-on Lu	ıggage		1							1
Mishandling of Passenger Property - Dam		•		5	3	1		1	1		1	1	19
Mishandling of Passenger Property - Disa				2							1		4
Patdown	1			1 4	2						1		9
Patdown - Flyer	1			1 4	1						1		8
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1								1
Persons w/ Disabilities (PWD) - Mobility [	Disability (No	t Wheelcl	hair or Sco	ot 1									1
Property - Special Handling	4		1	1 4		2	1					1	14
Property - Special Handling - Damaged It	ems - Carry-0	On				1							1
Property - Special Handling - Damaged It	2			2									4
Property - Special Handling - Missing Iten	2	•	1	1 2		1	1					1	9
Screening		3	3	4 4	1	2	1	1			2	2	20
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process		2	2	2 3	1	2	1	1			2	1	15
Screening - Security Breach				1									1
2021	6		5	3 5	5	7	12	10	17	31	26	17	144
Civil Rights		•	1								2	1	4
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimin			1								1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender										1	1
Customer Service				2 1	2	2	3	2	6	3	6	2	30
Customer Service - TSO				2 1	2	2	3	2	6	3	6	2	30
Expedited Passenger Screening Program				1	1	1	5	3	6	22	8	7	54
Expedited Passenger Screening Program	- TSA Applic	cation Pro	ogram				1		1	3		1	6
Expedited Passenger Screening Program	- TSA PreCh	neck		1	1	1	4	3	5	19	8	6	48
Mishandling of Passenger Property	2				1								4
Mishandling of Passenger Property - Dam					1	1							4
Patdown	1						1	1	1	3	1		8
Patdown - Flyer	1						1	1	1	3	1		8
Persons w/ Disabilities (PWD)				1					1		1	4	7
Persons w/ Disabilities (PWD) - Diapers/0				1								1	2
Persons w/ Disabilities (PWD) - Medically		Medicatio	n and Med	ical Supplies								1	1
Persons w/ Disabilities (PWD) - Ostomy/0												2	2
Persons w/ Disabilities (PWD) - Touch Av		trauma)							1				1
Persons w/ Disabilities (PWD) - Visual Im	pairment										1		1
Prohibited & Permitted Items				1							1		2
Prohibited & Permitted Items - Liquids/Ge				1							1		2
Property - Special Handling	2	2	2	1		1		1	2	1	3	1	14

norine	40.0-4					Tool - FOIA		0E M	06 1	07 11	00 4	00 0	Tetal
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite											2		
Property - Special Handling - Damaged Ite				1		1			2		1		
Property - Special Handling - Missing Item										1		1	
Property - Special Handling - Missing Item		2						1					
Screening	1	1		1	1	2	3	3	1	2		2	2
Screening - Children											1		
Screening - Inconsistency				1		2							
Screening - Procedures/Process	1	1			1		3	3	1	2	3	2	1
2022	25	42											15
Civil Rights	1		2										
Civil Rights - Civil Rights Violation (TSA E			1										
Civil Rights - Racial Profiling or Discrimina	1		1										
Civil Rights - Transgender Screening				1									
Claims	1												
Claims - General	1												
Customer Service	5	4	4	4	5								2
Customer Service - Others					1								
Customer Service - TSO	5	4	4	4	4								2
Expedited Passenger Screening Program	12	28	18	15	14								
Expedited Passenger Screening Program	2	2	1		3								
Expedited Passenger Screening Program	10	26	17	15	11								
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domesti	С				1								
Mishandling of Passenger Property		2		1									
Mishandling of Passenger Property - Dam	aged/Missii	2		1									
Patdown	1	1	1										
Patdown - Flyer	1	1	1										
Persons w/ Disabilities (PWD)			2	1									
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dre	essings/Ma	1										
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	1										
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	er Equipme	ent	1									
Prohibited & Permitted Items	1	1	1										
Prohibited & Permitted Items - Beauty & G	rooming Iter	ns	1										
Prohibited & Permitted Items - Liquids/Ge													
Prohibited & Permitted Items - Medication		1											
Property - Special Handling	2		2	1	1								
Property - Special Handling - Damaged Ite	ems - Carry-	On			1								
Property - Special Handling - Damaged Ite			1										
Property - Special Handling - Missing Item			1	1									
Screening	2	6			2								
Screening - Inconsistency		1											
Screening - Lengthy Lines	1		2		1								
Screening - Procedures/Process	1	5		1	1								
Screening - Rail		J		1									
Goreening - Nan				ı									

			ISA Conta	ct Center (	icc) Data	001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIW	1	1			1		1			2	1		7
2019											1		1
Property - Special Handling											1		
Property - Special Handling - Missing Ite	ms - Checke	d									1		
2020	1				1					1			:
Patdown					1								
Patdown - Flyer					1								
Screening	1									1			- 2
Screening - Procedures/Process	1									1			
2021		1					1			1			:
Locks										1			
Locks - Missing or Damaged Lock										1			
Property - Special Handling							1						
Property - Special Handling - Damaged	tems - Check	ked					1						
Screening		1											
Screening - Procedures/Process		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD				1		1		1					3
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	1									1
2020						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d		1							1
2021								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Iten	ns - Checke	d						1					1

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKS	5	1	3	1				1	1	2	. 1		1
2019				1						1			
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ξ 1									
Property - Special Handling										1			
Property - Special Handling - Missing Item	ns - Checke	d								1			
2020	1		1						1				
Mishandling of Passenger Property	1								1				
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	iaged/Missir	ng ItemsL	Inspecified	Luggage					1				
Screening			1										
Screening - Procedures/Process			1										
2021								1		1	1		
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d				1					
Property - Special Handling										1			
Property - Special Handling - Missing Item	ns - Checke	d								1			
Screening											1		
Screening - Procedures/Process											1		
2022	4	1	2										
Additional Information Required/Insufficient Inf													
Additional Information Required/Insufficier	1												
Customer Service	2												
Customer Service - TSO	2												
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown	1		1										
Patdown - Flyer	1		1										

Categories  RNO 2019  Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	<b>53</b> ation	45	12-Dec 40	01-Jan 43 9	38 11	24 10 1	26 14	05-May 42 20	39 17 1	39 15 3 1 1	08-Aug 60 23 2	09-Sep 44 19 1	Total 493 138 8 1 3
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation		40		11	10 1	14	20	<b>17</b>	15 3 1 1	23 2 1	<b>19</b> 1	138 8 1 3
Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		nder		9		1			1	3 1 1	1	1	8 1 3
Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		nder			1	1				1	1		1
Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		nder			1				1	1	1	1	3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		nder			1				1			1	3
Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		nder							1				
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	- Not Hallsge	nuei											4
Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam									4	0	2		
Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam						2	4	1	1	2	3	2	16
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					1	2	4	1	1	2	3	2	16
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				1	2	2						3	8
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				1	2	2						3	8
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					1						1		2
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					1						1		2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				2	4	2	3	6	5	2	6	5	35
Mishandling of Passenger Property - Dam	l aned/Missina	ItemsCar	rry-on Lugo							1		2	3
				2	4	2	3	5	4	1	6	3	30
Mishandling of Passenger Property - Disa					4								
	rrayed items-	-Carry-on of	г Спескеа					1	1				2
Patdown				1	1	1	2	4	3	4	2		18
Patdown - Flyer				1	1	1	2	4	3	4	1		17
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				2	2			4	1	1	4		14
Persons w/ Disabilities (PWD) - Cancer (g	i ieneral) Not B	reast Cano	er					1					1
Persons w/ Disabilities (PWD) - Diabetes		rodot odno	OI .		1			· ·			2		3
. ,		/b. 4 1	Lea										
Persons w/ Disabilities (PWD) - Diapers/G								1					1
Persons w/ Disabilities (PWD) - Medically		edication a	and Medic	1						1			2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)							1					1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelchair	r or Scoote	er)							1		1
Persons w/ Disabilities (PWD) - Ostomy/C				1									1
Persons w/ Disabilities (PWD) - Respirato		Fauinmen	nt	•					1				1
					1								2
Persons w/ Disabilities (PWD) - Wheelcha		egway			1			1					
Persons w/ Disabilities (PWD) - Wounded	Warrior										1		1
Property - Special Handling				1		1	2	2	5	2	2	4	19
Property - Special Handling - Damaged Ite	ems - Carry-O	'n						1			1		2
Property - Special Handling - Damaged Ite	ems - Checke	d				1	1		2	1			5
Property - Special Handling - Missing Item											1	2	3
Property - Special Handling - Missing Item				1			1	1	3	1		2	9
	is - Checked												
Screening				2		1	3	3	1	1	3	4	18
Screening - Inconsistency											1		1
Screening - Procedures/Process				2			3	3	1	1	2	3	15
Screening - Retrieving Abandoned/Confisc	cated Items					1							1
Screening - Security Breach												1	1
2020	17	6	10	11	10	6		1	1	4	12	8	86
Civil Rights	1	1		1	1				·				4
				- 1									4
Civil Rights - Hair Patdowns	1												
Civil Rights - Racial Profiling or Discrimina		1											1
Civil Rights - Screening of Religious Cultu			S		1								1
Civil Rights - Sex/Gender/Gender Identity-	<ul> <li>Not Transge</li> </ul>	nder		1									1
Customer Service	3	1	1	2	2	1		1		1	8	4	24
Customer Service - Others	1										2	1	4
Customer Service - TSO	2	1	1	2	2	1		1		1	6	3	20
			<u>'</u>							'			
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	3	1	2	1	1	2			1	1	1	2	15
Mishandling of Passenger Property - Dam			1	1									2
Mishandling of Passenger Property - Dam		1	1	'	1	1			1			2	10
Mishandling of Passenger Property - Disa	-	Carry-on or				1				1	1		3
Patdown	2	1	3	1	2						1		10
Patdown - Children		1											1
Patdown - Flyer	2		3	1	2						1		9
Persons w/ Disabilities (PWD)	2				1						1		4
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Touch Av		rauma)			1								1
Persons w/ Disabilities (PWD) - Wheelch		auma)											
` ,											1		2
Property - Special Handling	3		2	2	2	3					1		13
Property - Special Handling - Damaged Ite		d	2		1	1							4
Property - Special Handling - Missing Iten	1			1									2
Property - Special Handling - Missing Item	2			1	1	2					1		7
Screening	3	2	1	4						2		2	14
Screening - Procedures/Process	3	2		4						2		2	13
			1	7									13
Screening - Security Breach	_	- ,-											
2021	6	12	4	3	4	8	12	21	21	20	25	17	153
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights		1				1		1	1	1		1	6
Civil Rights - Hair Patdowns		1						1	1				3
Civil Rights - Racial Profiling or Discrimina	l	- '				1				1		1	3
CIVIL MUNIS - NACIAL PROBLEM OF DISCHMIN													
	3	2	2	2			2	6	1	5	3	2	28
Customer Service			1										1
Customer Service - CSM													2
Customer Service	1	1											
Customer Service - CSM	1	1					1						1
Customer Service Customer Service - CSM Customer Service - Others		1	1	2			1	6	1	5	3	2	1
Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO	1		1	2				6	1	5	3	2	1 24
Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO Duplicate E-mail			1	2				6	1	5	1	2	1 24 1
Customer Service Customer Service - CSM Customer Service - Others Customer Service - TCC Customer Service - TSO			1	2				6	1	5		2	1 24

Categories	10-Oct	11-Nov	TSA Contac	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
			12-066	01-Jan		UU-IVIAI	<b>04-Apr</b> 7	US-IVIAY 6	06-Juli 5	9 9	uo-Aug 11	09-Sep	TOTAL
Expedited Passenger Screening Program Expedited Passenger Screening Program			e - Ont In	1			/	6	5	9	11	1	4
Locks	1 13A/DH3 E	Inployee 1	s - Opt III									1	
Locks - Missing or Damaged Lock	1	1										1	
Mishandling of Passenger Property		1						1	1	1	1	· ·	
Mishandling of Passenger Property - Dam	l naned/Missir	1						'	1	1	1		
Mishandling of Passenger Property - Disa				1				1	'		- '		
No Jurisdiction		ourry or	TOT OTTOORGO	•				'		1			
No Jurisdiction - Refer to Other										1			
Patdown	1					1	1		2		3	2	
Patdown - Children									1		J		
Patdown - Flyer	1						1		1		3	2	
Patdown - General						1	- 1		1		3		
Persons w/ Disabilities (PWD)		1				- 1	1	2			2	- 1	
. ,		1						2			2	1	
Persons w/ Disabilities (PWD) - Diabetes		i/N A	!				1						
Persons w/ Disabilities (PWD) - Diapers/0		ssings/ivi	asks					1					
Persons w/ Disabilities (PWD) - Hearing I		4 11 11									1		
Persons w/ Disabilities (PWD) - Medically				al Supplies							1		
Persons w/ Disabilities (PWD) - Mobility [		1											
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway						1				1	
Prohibited & Permitted Items								1	1				
Prohibited & Permitted Items - General								1	1				
Property - Special Handling		1				1	1	1	3		1	1	
Property - Special Handling - Damaged It	ems - Carry-C	On							2		1		
Property - Special Handling - Damaged It	ems - Checke	ed					1					1	
Property - Special Handling - Missing Iten	ns - Carry-On							1					
Property - Special Handling - Missing Iten	ns - Checke	1				1			1				
Request for Assistance											1		
Request for Assistance - Non-Persons w/	Disabilities (F	PWD)									1		
Screening	1	5	2		4	5		3	5	3	2	2	
Screening - Inconsistency					1				3		1		
Screening - Lengthy Lines								2	1	2			
Screening - Procedures/Process	1	4	2		3	3		1	1	1	1	2	
Screening - Retrieving Abandoned/Confis		1			Ü	Ü			'				
2022	30	27		20	13								11
Civil Rights	3		2		1								•
Civil Rights - Hair Patdowns	1				'								
Civil Rights - Racial Profiling or Discrimin					1								
Civil Rights - Sex/Gender/Gender Identity		ndor	2		'								
		riuei											
Civil Rights - Transgender Screening	1	_											
Customer Service	5	7	3	3	2								2
Customer Service - CSM	1	_											
Customer Service - TSO	4	7		3									1
Expedited Passenger Screening Program	8	18		15	9								6
Expedited Passenger Screening Program		2											
Expedited Passenger Screening Program		2		2									1
Expedited Passenger Screening Program	6	14	10	13	7								
Hazardous Materials Safety			1										
Hazardous Materials Safety - General			1										
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domest	tic		1										
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	naged/Missino	g ItemsC	Checked Bac	1									
Patdown	3		•		1								
Patdown - Flyer	2				1								
Patdown - Flyer as Observer	1				'								
Persons w/ Disabilities (PWD)	1		2										
Persons w/ Disabilities (PWD) - Hearing I	1												
Persons w/ Disabilities (PWD) - Respirato	rv and Inhala	r Fauinm	( 1										
Persons w/ Disabilities (PWD) - Respirato			1										
	reision (pain/t	rauma)											
Prohibited & Permitted Items	] T		1										
Prohibited & Permitted Items - Firearm/Ar			1										
Prohibited & Permitted Items - Knives/Too													
Property - Special Handling	1	_	3	1									
Property - Special Handling - Damaged It			1										
Property - Special Handling - Damaged It	ems - Checke	ed	1	1									
Property - Special Handling - Missing Iten	1												
Property - Special Handling - Missing Iten			1										
Screening	7	2	1										
Screening - Inconsistency	2	1											
Screening - Procedures/Process	5	1											

		TSA	Contact	Center (T	CC) Data	Tool - FOIA	١						
Categories	10-Oct 11	-Nov 1:	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	6	4	7	11	4		4	4	4	6		1	58
2019				2	1		4	4	3	2	2	1	19
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Ge	neral							1					1
Civil Rights							1						1
Civil Rights - Constitutional Rights							1						1
Customer Service							1	1		1	1		4
Customer Service - TSO							1	1		1	1		4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1				1	1				3
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsChec	ked Baç	1				1	1				3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal M	Medical Devices								1				1
Property - Special Handling					1		2				1		4
Property - Special Handling - Damaged It					1								1
Property - Special Handling - Missing Iter											1		1
Property - Special Handling - Missing Iter	ns - Checked						2						2
Screening								1		1		1	3
Screening - Procedures/Process								1		1		1	3
2020	1	1	3	2							2		9
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend		1										1
Customer Service		1											1
Customer Service - TSO		1											1
Patdown				2									2
Patdown - Flyer				2									2
Property - Special Handling	1		2								1		4
Property - Special Handling - Damaged It			1										1
Property - Special Handling - Damaged It			1										2
Property - Special Handling - Missing Iter	ns - Checked										1		1
Screening											1		1
Screening - Procedures/Process											1		1
2021		1	1	1	2				1	4			13
Customer Service		1								3			4
Customer Service - TSO		1								3			4
Expedited Passenger Screening Program			1		2				1	1	3		8
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreCheck	(	1		1				1	1	3		7
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dan				1									1
2022	5	2	3	6	1								17
Customer Service			1										1
Customer Service - TSO	_		1										1
Expedited Passenger Screening Program	3	2	2	6									13
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program		2	2	5									12
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dan													1
Patdown	1												1
Patdown - Flyer	1												1
Screening					1								1
Screening - Procedures/Process					1								1

				act Center										
Categories		11-Nov	12-Dec					04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	17	8	!		6	13	9	3	10	5	8		13	120
2019					4	1	3	1	5	2	6	2	6	30
Advanced Imaging Technology (AIT)													1	1
Advanced Imaging Technology (AIT) - Fly	er as Observ	er											1	1
Civil Rights													1	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder											1	1
Customer Service								1		1	2		1	5
Customer Service - TSO								1		1	2		1	5
Locks					1									1
Locks - Missing or Damaged Lock					1									1
Mishandling of Passenger Property					1		1		2	1	1		2	8
Mishandling of Passenger Property - Dam					ractor								1	1
Mishandling of Passenger Property - Dam									1					1
Mishandling of Passenger Property - Dam							1		1		1		1	4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Check	е	1					1				2
Patdown									1			1		2
Patdown - Flyer									1			1		2
Persons w/ Disabilities (PWD)					1	1	2				1	1	1	7
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/Ma	asks									1		1
Persons w/ Disabilities (PWD) - Medically	/ Necessary N	<b>1</b> edication	and Med	ical Supplie	es		1						1	2
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Ostomy/0						1								1
Persons w/ Disabilities (PWD) - Wheelcha		Segway					1							1
Property - Special Handling		5 ,							1		2			3
Property - Special Handling - Missing Item	ns - Carry-On								1		2			3
Screening	1				1				1		_			2
Screening - Procedures/Process					1				1					2
2020	8	1			3	3	4		1	2		2	2	28
Civil Rights	1	1		•	J	J	4			2		1		28
												1		
Civil Rights - Hair Patdowns	1			4	0	4								2
Customer Service					2	1								4
Customer Service - Others				1	_									1
Customer Service - TSO					2	1								3
Locks					1					1				2
Locks - Missing or Damaged Lock					1					1				2
Mishandling of Passenger Property	3					1						1		5
Mishandling of Passenger Property - Dam		Items Pri	ivate Scre	ening Cont	ractor							1		1
Mishandling of Passenger Property - Dam	2					1								3
Mishandling of Passenger Property - Disa	1													1
Patdown	1	1				1	1							4
Patdown - Flyer	1	1				1	1							4
Persons w/ Disabilities (PWD)							1						1	2
Persons w/ Disabilities (PWD) - Medically	Necessary N	<b>1</b> edication	and Med	ical Supplie	es								1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway					1							1
Property - Special Handling	2			2										4
Property - Special Handling - Damaged Ite	ems - Checke	ed		1										1
Property - Special Handling - Missing Item	r 2			1										3
Screening	1						2			1			1	5
Screening - Inconsistency	1													
														1
Screening - Procedures/Process							1			1			1	1 3
							1			1			1	
Screening - Procedures/Process Screening - Security Breach 2021		1			1		1 1 2	2	5	1	2	5	1	3
Screening - Security Breach		1			1		1	2	<b>5</b>		2	5		3
Screening - Security Breach 2021		1			1		1	2			2	5		3 1 24
Screening - Security Breach  2021  Customer Service		1			1		1 <b>2</b> 1	2	1		2	5	<b>5</b>	3 1 <b>24</b> 3
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program	- TSA PreCh				1		1 <b>2</b> 1	2	1		2		<b>5</b> 1	3 1 <b>24</b> 3 3
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program	- TSA PreCh				1		1 <b>2</b> 1	2	1		2	4	5 1 1 3	3 1 24 3 3 7 7
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property		eck	hecked R:		1		1 <b>2</b> 1	2	1 1			4	5 1 1 3	3 1 24 3 3 7 7 7
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam		eck	hecked Ba		1		1 <b>2</b> 1	2	1 1 1		1	4	5 1 1 3	3 1 24 3 3 7 7 7 2
Screening - Security Breach  2021  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown		eck	hecked Ba		1		1 <b>2</b> 1	2	1 1 1 1 2		1	4	5 1 1 3	3 1 24 3 3 7 7 7 2 2 2
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer		eck	hecked Ba		1		1 <b>2</b> 1	2	1 1 1		1 1 1	4	5 1 1 3	3 1 24 3 3 7 7 7 2
Screening - Security Breach  2021  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	naged/Missing	eck ı ItemsC		aggage	1		1 <b>2</b> 1	2	1 1 1 1 2	1	1 1 1	4	5 1 1 3	3 1 24 3 3 7 7 2 2 2 3 3 3
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD) - Mobility D	naged/Missing	eck ı ItemsC		aggage	1		1 <b>2</b> 1	2	1 1 1 1 2	1	1 1 1	4 4	5 1 1 3	3 1 24 3 3 7 7 7 2 2 2 3 3 3 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items	naged/Missing	eck ı ItemsC		aggage	1		1 <b>2</b> 1	2	1 1 1 1 2	1	1 1 1	4 4	5 1 1 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items	naged/Missing	eck   ItemsC   Wheelch		aggage	1		1 <b>2</b> 1	2	1 1 1 1 2	1	1 1 1	4 4	5 1 1 3	3 1 24 3 3 7 7 7 2 2 3 3 3 1 1 1
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling	naged/Missing	eck    ItemsC		aggage	1		1 <b>2</b> 1	2	1 1 1 1 2	1	1 1 1	4 4	5 1 1 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item	naged/Missing	eck   ItemsC   Wheelch		aggage oter)			1 2 1 1		1 1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items - Remains Property - Special Handling Property - Special Handling - Missing Item Screening	naged/Missing	eck    ItemsC		aggage oter)	1		1 <b>2</b> 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Deronibited & Permitted Items  Prohibited & Permitted Items - Remains  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency	naged/Missing	eck    ItemsC		aggage oter)			1 2 1 1	2	1 1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1 1 1 1 1 1 1 1 6 6
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process	naged/Missing Disability (Not	eck  J ItemsC  Wheelch:	air or Scoo	aggage oter)	1		1 2 1 1		1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1 1 1 1 1 1 1 6 6 2 4
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process	naged/Missing Disability (Not	eck    ItemsC	air or Scoo	aggage oter)	1	9	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1 1 1 1 1 1 1 1 6 6
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2022 Civil Rights	Disability (Not	eck  J ItemsC  Wheelch:	air or Scoo	aggage oter)	1	9	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1 1 1 6 2 4 3 3 3
Screening - Security Breach  2021  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Civil Rights - Transgender Screening	aged/Missing Disability (Not Ins - Checke Ins - Checke Ins - Checke Ins - Checke	eck  J ItemsC  Wheelch:	air or Scoo	aggage oter)	1	9	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 4 1 1 1 1 1 6 2 4 3 8 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights Civil Rights - Transgender Screening Customer Service	pisability (Not	eck  J ItemsC  Wheelch:	air or Sco	aggage oter)  6	1	9	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 3 1 1 1 1 1 1 1 1 6 2 4 3 8 3 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Civil Rights - Transgender Screening  Customer Service - TSO	pisability (Not	eck  J ItemsC  Wheelch:	air or Sco	aggage oter)  6	1 1 1 8		1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1 1 6 2 4 38 1 1 5 5 5
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program	ms - Checke  9 1 1 2 2 5	eck Wheelch	air or Scoo	aggage oter)  6	1	7	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1 1 1 1 1 1 6 2 4 3 8 1 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Civil Rights  Customer Service  Customer Service - TSO	ms - Checke  9 1 1 2 2 5	eck Wheelch	air or Scoo	aggage oter)  6	1 1 1 8		1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1 1 6 2 4 38 1 1 5 5 5
Screening - Security Breach  2021  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program	Disability (Not	eck Wheelch	air or Scoo	aggage oter)  6  2 2 4 1	1 1 1 8	7	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1 1 1 1 1 1 6 2 4 3 8 1 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Screening - Security Breach  2021  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility E  Prohibited & Permitted Items  Prohibited & Permitted Items - Remains  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Civil Rights - Transgender Screening  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program	Disability (Not	eck  Wheelch  1 1 1 3 ation Prog	air or Scoo	aggage  oter)  6  2 2 4 1 3	1 1 8	7	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 3 3 1 1 1 1 1 1 6 2 4 3 3 1 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	Disability (Not	eck  Wheelch  1 1 1 3 ation Prog	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7	7	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 2 3 3 1 1 1 1 1 1 1 6 2 4 3 8 1 1 1 5 5 5 5 5 6 6 2 6 7 7 7 8 8 8 8 8 1 8 1 8 1 8 1 8 1 8 1 8
Screening - Security Breach  2021  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Civil Rights - Transgender Screening  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Patdown  Patdown - Flyer	Disability (Not	eck  Wheelch  1 1 1 3 ation Prog	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 3 3 1 1 1 1 1 1 6 2 4 38 3 1 1 1 5 5 5 6 6 6 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	Disability (Not	eck  Wheelch  1 1 1 3 ation Prog	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7 1 6	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1 6 2 4 38 1 1 5 5 6 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	aged/Missing Disability (Not  ms - Checke  9 1 1 2 2 5 - TSA Applic	eck  Ji ItemsC  Wheelch:  1 1 1 3 ation Prog.	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7 1 6	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 3 3 1 1 1 1 1 6 2 4 38 1 1 5 5 5 6 2 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items	aged/Missing Disability (Not  ms - Checke  9 1 1 2 2 5 - TSA Applic 5	eck  Wheelch  1 1 1 3 ation Prog 3	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7 1 6	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 3 3 1 1 1 1 1 1 6 2 4 38 1 1 5 5 5 26 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersoning - Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items Prohibited & Permitted Items - Beauty & Company - Patdown Prohibited & Permitted Items - Beauty & Company - Patdown - Patd	aged/Missing Disability (Not  Disability (Not  Disability (Not  Disability (Not  Disability (Not  Disability (Not  Solution of the state of the stat	eck  Ji ItemsC  Wheelch:  1 1 1 3 ation Prog.	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7 1 6	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 2 2 2 3 3 1 1 1 1 1 6 2 4 38 1 1 5 5 6 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersoning - Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Procedures/Process  2022  Civil Rights  Civil Rights - Transgender Screening  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - General  Prohibited & Permitted Items - Beauty & General  Property - Special Handling	aged/Missing Disability (Not  Disability (Not  Disability (Not  Disability (Not  Disability (Not  Solution of the second of the	eck  Wheelch  1 1 1 3 ation Prog 3	air or Scoo	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7 1 6	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 3 7 7 2 2 2 3 3 1 1 1 1 1 1 5 5 26 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach  2021  Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Derohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Remains Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Procedures/Process  2022  Civil Rights Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Prohibited & Permitted Items - Beauty & Company - Positive - Permitted Items - Ponibited & Permitted Items - Peauty & Company - Peauty & Company - Permitted Items - Peauty & Company - Peauty	aged/Missing Disability (Not  Disability (Not  Disability (Not  Disability (Not  Disability (Not  Solution of the second of the	eck  Wheelch  1 1 1 3 ation Prog 3	air or Scor	aggage oter)  6 2 2 4 1 3	1 1 8 7 7	7 1 6	1 2 1 1	2	1 1 2 2 2	1	1 1 1	4 4	5 1 1 3 3 3	3 1 24 3 3 7 7 7 2 2 3 3 1 1 1 1 1 1 6 2 4 38 1 1 5 5 5 26 2 24 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1											1

			I SA COIIL	ct center (	ICC) Data	OOI - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	2	1	1		1	1		1	1		1	2	11
2019						1					1	1	3
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Da	maged/Missir	ng ItemsC	hecked Ba	ggage		1							1
2020	1	1	1		1								4
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Da	maged/Missir	1											1
Patdown			1										1
Patdown - Flyer			1										1
2021								1	1			1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program	n - TSA PreC	heck						1				1	2
Screening									1				1
Screening - Lengthy Lines									1				1
2022	1												1
Screening	1												1
Screening - Procedures/Process	1												1

egories	10-Oct 1		Contact C	)1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	10-Oct 1	1-NOV 1	2-Dec (	71-Jan 9	02-reb 6	U3-Mar 3	04-Apr 2			07-Jul 3		· · · · · · · · · · · · · · · · · · ·	rota
ST	3	9	5				2						
2019				2	1	2		1	4	2		4	
Civil Rights						1			1				
Civil Rights - Perceived Religion									1				
Civil Rights - Racial Profiling or Discrimina	ation					1							
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property				1	1								
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bagga	ge	1								
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on or	Checked	1									
Patdown				1					1			1	
Patdown - Flyer				1					1			1	
Persons w/ Disabilities (PWD)									2			2	
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Bre	east Cance	r									1	
Persons w/ Disabilities (PWD) - Mobility D									1				
Persons w/ Disabilities (PWD) - Ostomy/C			,									1	
Persons w/ Disabilities (PWD) - Wheelcha		awav							1				
Property - Special Handling	, 000010., 00	9)								1			
Property - Special Handling - Missing Item	s - Checked									1			
Screening	o chooked							1		1		1	
· · · · · · · · · · · · · · · · · · ·								1		- 1			
Screening - Lengthy Lines								Į.		4			
Screening - Procedures/Process			•							1		1	
2020		2	2	2		1			1				
Advanced Imaging Technology (AIT)			1										
Advanced Imaging Technology (AIT) - Flye	er		1										
Customer Service		1											
Customer Service - TSO		1											
Locks			1			1							
Locks - Missing or Damaged Lock			1			1							
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bagga	ge					1				
Patdown				2									
Patdown - Flyer as Observer				2									
Property - Special Handling		1											
Property - Special Handling - Damaged Ite	ems - Checl	1											
2021	1			1	1		2	4	2	1	3		
Customer Service	•				1		1						
Customer Service - TSO					1		1						
Expedited Passenger Screening Program				1			1	4	2	1	2		
Expedited Passenger Screening Program	TSA Applicat	ion Program	n				'	1					
			11	4			4		0	4	2		
Expedited Passenger Screening Program	- TSA PIECIEC	K		1			1	3	2	1			
Property - Special Handling	- Charlend										1		
Property - Special Handling - Missing Item											1		
Screening	1												
Screening - Procedures/Process	1												
2022	2	7	3	4	4								
Additional Information Required/Insufficient Inf		1											
Additional Information Required/Insufficier	t Informatic	1											
Expedited Passenger Screening Program	1	4	3	3	3								
Expedited Passenger Screening Program	- TSA Appl	1		1									
Expedited Passenger Screening Program	1	3	3	2	3								
Patdown		1		1									
Patdown - Flyer		1		1									
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway			1								
Property - Special Handling	4	3.143											
	1 4												
Property - Special Handling - Missing Item	1	4											
Screening Power Investigation (Processes		1											
Screening - Procedures/Process		1											

		Т	SA Contact (	Center (TC	C) Data Too	ol - FOIA							
Categories	10-Oct 1	I1-Nov	12-Dec (	01-Jan (	02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	80	118	148	176	185	110	90	76	61	63	61	57	1,225
2019				33	34	45	42	28	15	22	22	14	255
				33	34	45		20	13	22		17	
Civil Rights							1				2		3
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transger</li> </ul>	nder					1				1		2
Customer Service				10	1	10	8	6	5	1	5		46
Customer Service - Others				1		1			1		1		4
Customer Service - TSO				9	1	9	0	6	4	- 1	4		
					1	9	8		4	1			42
Locks				1	2		3	1		1	2		10
Locks - Missing or Damaged Lock				1	2		3	1		1	2		10
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
· · · · · · · · · · · · · · · · · · ·						4.5	40		2	0		4	
Mishandling of Passenger Property				5	10	15	10	5	3	8	5	4	65
Mishandling of Passenger Property - Dam				ige		1		1					2
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	necked Baç	4	9	13	10	4	3	8	4	2	57
Mishandling of Passenger Property - Disa	rraved Items	Carry-on	or Checker	1	1	1					1	2	6
Patdown	,			•	3	1		1	1	1	2		9
										- 1			
Patdown - Flyer					3	1		1	1		2		8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				2	4	6	2	2		3	2	2	23
Persons w/ Disabilities (PWD) - Autism S	nectrum					1							1
												4	
Persons w/ Disabilities (PWD) - Breast Ca						1						1	2
Persons w/ Disabilities (PWD) - Cognitive		tal /Menta	al Disability			1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and Medical	Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility D				1	2					1			4
	- , ,	• • 1 1001U18	an Or 30001	I						- 1			
Persons w/ Disabilities (PWD) - Service A						1							1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)		1							1		2
Persons w/ Disabilities (PWD) - Wheelcha					2	1				1			4
Property - Special Handling	,,	-3)		8	6	6	8	7	3	5	2	5	50
	0			0	0	0			3	5		3	
Property - Special Handling - Damaged Ite							1	1			1		3
Property - Special Handling - Damaged Ite		d		3	1	2	4		1	2	1	1	15
Property - Special Handling - Missing Item	ns - Carry-On			1	1				1			1	4
Property - Special Handling - Missing Item				4	4	4	3	6	1	3		3	28
Request for Assistance	io Onioonou				-	1							1
•						- !							
Request for Assistance - Other						1							1
Screening				6	7	6	10	6	3	3	2	3	46
Screening - Crew Member or Airline Empl	oyee					1						1	2
Screening - Inconsistency	·				2					1			3
· · · · · · · · · · · · · · · · · · ·				0		4	-						
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process				4	3	4	5	6	3	2	2	2	31
2020	17	35	50	37	44	37	5	8	9	7	7	9	265
Civil Rights		1	1	2				1					5
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimina		1						1					2
Civil Rights - Sex/Gender/Gender Identity	<ul> <li>Not Transger</li> </ul>	nder		2									2
Customer Service	4	7	8	7	6	7	1	2	1	1	3		47
Customer Service - Others		2		1									3
	4	5	0	6	0	-	4	0	4	4			
Customer Service - TSO	4	5	8	0	6	7	1	2	1	1	3		44
Locks			3		3	2			1				9
Locks - Missing or Damaged Lock			3		3	2			1				9
Lost and Found		1		1	1				1				4
Lost and Found - Airport/TSA		- 1		1	1				1				4
	_					_							
Mishandling of Passenger Property	5	5	11	12	11	5	1	1	4	2	1	4	62
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	2	1						1		4
Mishandling of Passenger Property - Dam	5	4	9	8	6	5		1	3	1		4	46
Mishandling of Passenger Property - Disa		1	2	2	4		1		1	1		•	12
Patdown	ayou nom	1	2	1		^			- 1	- 1			
					1	2	1						8
Patdown - Flyer		1	2	1	1	2	1						8
Persons w/ Disabilities (PWD)	1	3	4	1	4	1				1			15
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Menta	al Disability		1								1
Persons w/ Disabilities (PWD) - Diabetes		260			1					1			2
		had to the	4		- 1					- 1			
Persons w/ Disabilities (PWD) - Medical E			1										1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		1										1
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	2			2								4
Persons w/ Disabilities (PWD) - Touch Av			2										2
, ,		auma)											
Persons w/ Disabilities (PWD) - Wheelcha				1		1							3
Property - Special Handling	2	7	9	4	4	8	2	1	2	1	3	3	46
Property - Special Handling - Damaged Ite	ems - Carrv	1		1	1	1					1		5
Property - Special Handling - Damaged Ite		2	2	1	1	3	1		1	1	1	1	15
			2			J			- 1			- '	
Property - Special Handling - Missing Item		1		2			1						6
Property - Special Handling - Missing Item		3	5		2	4		1	1		1	2	20
Screening	5	10	12	9	14	12		3		2		2	69
Screening - Crew Member or Airline Empl	1			1	1								3
Screening - Lengthy Lines		5	2	1	4								12
· · · · · · · · · · · · · · · ·						40						_	
Screening - Procedures/Process	4	5	10	7	9	12		3		2		2	54
2021	20	15	12	23	15	28	43	40	37	34	32	34	333
Civil Rights	1	1	1	1		2	2			4			12
Civil Rights - Racial Profiling or Discrimina	1		1	1		1	1			3			8
Civil Rights - Sex/Gender/Gender Identity		1				1	1			1			4
	- NOUTTANS(	1	-			1	1			1			
Claims			1										1
Claims - Status			1										1
Customer Service	4	3	2	7	4	7	2	7	7	3	7	2	55
Customer Service - Others		-					1	•	1	1			3
Customer Service - TSO	4	3	2	7	4	7	1	7	6	2	7	2	
Gustoffier Service - 150	4	3		- 1	4	- /	1	- 1	Ö		/		52

Categories	40 Oct	44 No.			(TCC) Data			OF Mov	06 1	07 1	00 4	00 Can	Total
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	<b>03-Mar</b>	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Duplicate E-mail													1 1
Duplicate E-mail - General				-		1		47	20	24	00	20	
Expedited Passenger Screening Program	A . #	6 - 8 41116			6 2	8	24	17	20	21	23	22	148
Expedited Passenger Screening Progra				1									1
Expedited Passenger Screening Progra							6	2	1		4		18
Expedited Passenger Screening Progra	ım - TSA Pre	Check			6 2	8	18	15	19	21	19	17	129
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Dome					1								1
Locks	1						1	1					3
Locks - Missing or Damaged Lock	1						1	1					3
Lost and Found	3						2		1				6
Lost and Found - Airport/TSA	3						2		1				6
Mishandling of Passenger Property	5		4 2	2	2 3	3	1	4			1		25
Mishandling of Passenger Property - D	am 2				1	1	1	1					6
Mishandling of Passenger Property - D	am 2		2 2	2	1 2			3					12
Mishandling of Passenger Property - D	sa 1		2		1	2					1		7
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown							1					2	3
Patdown - Flyer							1						1
Patdown - General												2	2
Persons w/ Disabilities (PWD)	1		1		1 1				1		1		6
Persons w/ Disabilities (PWD) - Cognit									'		1		1
Persons w/ Disabilities (PWD) - Diabet		iciliai /ivic	illai Disabili		1						- 1		1
Persons w/ Disabilities (PWD) - Diabet					1				1				2
. , ,									1				
Persons w/ Disabilities (PWD) - Hearin		,	1		1								1
Persons w/ Disabilities (PWD) - Medica	iiiy ivecessary	1	1				-		-				1
Prohibited & Permitted Items							2		2	1			5
Prohibited & Permitted Items - Beauty		ems					1						1
Prohibited & Permitted Items - Food/Be										1			1
Prohibited & Permitted Items - Knives/							1						1
Prohibited & Permitted Items - Medicat		n/Medica	lly Necessar	y Items					1				1
Prohibited & Permitted Items - Remain	5								1				1
Property - Special Handling	4		3		1	2	3	5	5	3		1	27
Property - Special Handling - Damaged	Items - Carry	-On				1			3				4
Property - Special Handling - Damaged	Ite 4		2				2	1	1	3			13
Property - Special Handling - Missing I		)n						2	1			1	4
Property - Special Handling - Missing I			1		1	1	1	2					6
Screening	1				3 5			6	1	2		7	39
Screening - Children	1				1								1
Screening - Crew Member or Airline Er	nlovee							1					1
Screening - Inconsistency					1 1	1		1		1		1	6
Screening - Lengthy Lines					1			1		'		1	3
Screening - Procedures/Process	1		3	1	2 2		5	2	1	1		5	27
			3		2 2	. 4	5	1	1			5	1
Screening - Retrieving Abandoned/Cor	43		8 86	6 8	3 92			1					372
Airline	1		00	0	3 32								1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1			3	1 1								
	-		•										6
Civil Rights - Civil Rights Violation (TS	A Employee)			4	1								1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrin				1									2
Civil Rights - Sex/Gender/Gender Ident				1	1								2
Customer Service	5		5	7	5 4								26
Customer Service - Others													1
Customer Service - TSO	5		5	ô :	5 4								25
Expedited Passenger Screening Program	30	5	53 67	7 6	2 78								290
Expedited Passenger Screening Progra			4 5	5	2 6								19
Expedited Passenger Screening Progra	ım 28	4	19 6°	1 6	0 71								269
Expedited Passenger Screening Progra			et	1	1								2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property					3 1								4
Mishandling of Passenger Property - D	amaged/Missi	ng Items-	-Checked Ba		2								2
Mishandling of Passenger Property - D		-		•	1 1								2
No Jurisdiction		Jany	0.10010		1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1			1	1								3
	1				1								
Patdown - Children				1									1
Patdown - Flyer					1								1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2		4										6
Persons w/ Disabilities (PWD) - Diabet			2										2
Persons w/ Disabilities (PWD) - Interna			1										1
Persons w/ Disabilities (PWD) - Medica			1										1
Persons w/ Disabilities (PWD) - Mobilit	y [ 1												1
Persons w/ Disabilities (PWD) - Wheel	cha 1												1
Prohibited & Permitted Items	1			3									4
Prohibited & Permitted Items - Chemica			`										1
Prohibited & Permitted Items - Lighters				3									3
Property - Special Handling	1				6 5								13
	Items Cor-	On			υ :								
Property - Special Handling - Damaged		-011	•		2								1
Property - Special Handling - Damaged		\			3 1								5
Property - Special Handling - Missing I					1								1
Property - Special Handling - Missing I	ems - Checke	d			3 3								6
Screening			6	4	6 1								17

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency		2	1		1								4
Screening - Procedures/Process		4	3	5									12
Screening - Retrieving Abandoned/Confis	cated Items			1									1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RUT	1		1								1		3
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2020	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2022			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1

egories	10-Oct	11-Nov	12-Dec	01-Ja	an 02-l	Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AF	7	4		6	1	6	4	1	5	4	8	5	2	
2019							2	1	3	2	6	1		
Customer Service											1			
Customer Service - TSO											1			
Locks											1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property								1		1	1			
Mishandling of Passenger Property - Dam	aged/Missing	ı ItemsC	hecked F	Bannane				1			1			
Mishandling of Passenger Property - Disar										1				
Persons w/ Disabilities (PWD)	rayou nomo	Ourry on	01 011001	tou						'		1		
Persons w/ Disabilities (PWD) - Touch Ave	ersion (nain/t	rauma)										1		
Property - Special Handling	oroioir (pairir	i ddirid)							2		3			
Property - Special Handling - Damaged Ite	ms - Checke	ad							1		1			
Property - Special Handling - Missing Item		,u							1		2			
Screening	3 - Officered						2		1	1				
Screening - Inconsistency									1	- 1				
Screening - Procedures/Process							2		- 1	1				
2020	5			3		2	1			ļ	1		1	
Locks	3			3			1				1		1	
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property	2													
Mishandling of Passenger Property - Dam	1													
Mishandling of Passenger Property - Disa	1			•										
Property - Special Handling	2			2									1	
Property - Special Handling - Damaged Ite	1													
Property - Special Handling - Damaged Ite		ed		1									1	
Property - Special Handling - Missing Item	1			1										
Screening	1			1		2	1							
Screening - Inconsistency						1								
Screening - Procedures/Process				1		1								
Screening - Retrieving Abandoned/Confis	1						1							
2021		2					1		2	2	1	4		
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimina	ation												1	
Customer Service							1			1				
Customer Service - TSO							1			1				
Duplicate E-mail												1		
Duplicate E-mail - General												1		
Expedited Passenger Screening Program									1	1	1	1		
Expedited Passenger Screening Program	- TSA PreCh	eck							1	1	1	1		
Mishandling of Passenger Property		1												
Mishandling of Passenger Property - Dam	aged/Missii	1												
Patdown									1			2		
Patdown - Flyer									1			2		
Prohibited & Permitted Items		1												
Prohibited & Permitted Items - Lighters/Ma	atches	1												
2022	2	2		3	1	4								
Civil Rights	1	1												
Civil Rights - Racial Profiling or Discrimina	1													
Civil Rights - Sex/Gender/Gender Identity-	Not Transc	1												
Customer Service		1				1								
Customer Service - TSO		1				1								
Expedited Passenger Screening Program	1			2	1	3								
Expedited Passenger Screening Program	1			2	1	3								
Mishandling of Passenger Property	<u> </u>			1	'	0								
Mishandling of Passenger Property - Dam				1										

Categories			TSA Contact C	enter (100									
	10-Oct 1	1-Nov	12-Dec 0	1-Jan 0	)2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	161	157	165	183	194	104	93	96	138	158	188	150	1,787
2019				53	49	60	62	50	66	80	75	53	548
Civil Rights				1	1	4	3	2	3	3	3	2	22
Civil Rights - Age												1	1
Civil Rights - Hair Patdowns											1	<u> </u>	1
Civil Rights - National Origin									1				
									1				1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina					1	1	2	1		1	2		8
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	ıder				3	1	1		1			6
Civil Rights - Sexual Orientation - Not Tran	sgender								1				1
Civil Rights - Transgender Screening	3			1					1	1			3
Customer Service				10	17	16	14	7	11	18	10	9	112
Customer Service - Others				10		10	1	1	- "				
				40	2					2			7
Customer Service - TSO				10	15	15	13	6	11	16	10	9	105
Locks				1	3	1	2	3	4	4	4	5	27
Locks - Missing or Damaged Lock				1	3	1	2	3	4	4	4	5	27
Mishandling of Passenger Property				14	11	14	14	13	11	13	21	13	124
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	arry-on Lugga	ae	1	1		1	1		1	1	6
Mishandling of Passenger Property - Dama				12	8	12	10	9	8	9	13		92
				1	1	12	2		0	1		1	6
Mishandling of Passenger Property - Dama						4							
Mishandling of Passenger Property - Disar	rayed items	Jarry-on	or Checker	1	1	1	2	3	2	3	7		20
Patdown				5	2	4	3	1	3	3	5	3	29
Patdown - Flyer				5	1	4	3	1	2	3	4	3	26
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)				3	2	3	4	4	1	9	5	2	33
Persons w/ Disabilities (PWD) - Autism Sp	ootrum			J		3	1	4	1	9			
, ,							1		1				2
Persons w/ Disabilities (PWD) - Cancer (g								1					1
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Ment	al Disability				1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General						1				1	1		3
Persons w/ Disabilities (PWD) - Hearing Ir	npairment										1		1
Persons w/ Disabilities (PWD) - Internal M										2			2
			1 M 1 C	Normalia a									
Persons w/ Disabilities (PWD) - Medically		edication	and Medical S	supplies							2	1	3
Persons w/ Disabilities (PWD) - Metal Imp										1			1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	Wheelch	air or Scoot	3		1		1		3			8
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees an	nd Casts								1			1
Persons w/ Disabilities (PWD) - Respirato	rv and Inhaler	Equipme	ent								1		1
Persons w/ Disabilities (PWD) - Wheelcha					2	1	1	2					6
		gway				- 1	1			4			
Persons w/ Disabilities (PWD) - Wounded	warrior									1			1
Property - Special Handling				13	10	14	18	14	14	23	14	14	134
Property - Special Handling - Damaged Ite				4	3	4	3	2	2	3	2	4	27
Property - Special Handling - Damaged Ite	ms - Checked			2	4	5	5	3	3	7	4	4	37
Property - Special Handling - Missing Item	s - Carry-On			1	2	1	4	2		2	3	3	18
Property - Special Handling - Missing Item				6	1	4	6	7	9	11	5	3	52
Request for Assistance											2		2
'											1		
Request for Assistance - Other													1
Request for Assistance - Wounded Warrio	r (MSIJSOC)										1		1
Screening				6	3	4	4	6	19	7	11	5	65
Screening - Inconsistency					1				1	2	1		5
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process				5	2	3	4	6	15	4	9	4	52
Screening - Retrieving Abandoned/Confisc	ated Items			1			· ·		1	1		·	3
	aleu ileiris			'		- 4				- 1			
Screening - Security Breach						1			1		1		3
2020	63	50		58	49	27	8	5	16	24	33	23	421
Civil Rights	3	2	4	2	1		1	1	1				
	3	1	2	1									15
Civil Rights - Racial Profiling or Discrimina	3						1		1				15 9
•		ts	1	'			1	1	1				9
Civil Rights - Screening of Religious or Cu	Itural Garment		1		1		1	ı	1				9
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity-	Itural Garment Not Trans(	ts 1		1	1		1		1				9 1 4
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar	Itural Garment Not Trans( nsgender	1	1	1				1					9 1 4 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service	Itural Garment Not Trans(		1		1	5	2		1	1		3	9 1 4 1 63
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	ltural Garment Not Trans nsgender 13	3	10 1	1	10		2	1			1		9 1 4 1 63 3
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service	Itural Garment Not Trans( nsgender	1	10 1	1		5		1	1	1	1		9 1 4 1 63
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	ltural Garment Not Trans nsgender 13	3	1 10 1 9	1	10		2	1	1		1		9 1 4 1 63 3
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	Itural Garment Not Transç nsgender 13	3	1 10 1 9	1	10		2	1	1		1		9 1 4 1 63 3 60
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti	Itural Garment Not Trans nsgender 13 13	3 3 1 1	1 10 1 9	5 5	10	5	2	1	1	1	1 8	3	9 1 4 1 63 3 60 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti	Itural Garment Not Trans sigender 13 13 5 5	3 3 1	1 10 1 9	1	10		2	1	1		1	3	9 1 4 1 63 3 60 1 1 22
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks	Itural Garment Not Trans signeder 13 13 5 13	3 3 1 1 3	10 1 9	1 5 5	10	5	2	1	1	1	1 8	3	9 1 4 1 63 3 60 1 1 22
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock	Itural Garment Not Transq Isgender 13 13 13 c 5 1 4	3 3 1 1	1 10 1 9	5 5	10	5	2	1	1	1	1 8	3	9 1 4 1 63 3 60 1 1 22 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks	Itural Garment Not Trans signeder 13 13 5 13	3 3 1 1 3	10 1 9	1 5 5	10	5	2	1	1	1	1 8	3	9 1 4 1 63 3 60 1 1 22
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock	Itural Garment Not Transq Isgender 13 13 13 c 5 1 4	3 3 1 1 3	1 10 1 9	1 5 5	10	5	2	1	1	1	1 8	3	9 1 4 1 63 3 60 1 1 22 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	Itural Garment Not Transq Isigender 13 13 13 c 5 1 4 1	3 3 1 1 3	1 10 1 9 3 3 1	1 5 5	10	5	2	1	1	1 1 1 1	1 8	1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	Itural Garment Not Transq Isigender 13 13 13 C 5 1 4 1 1 7	1 3 3 1 1 3 3	1 10 1 9 3 3 1 1 17	1 5 5 4 4	10	3	2	1 1	1 1 5	1 1 1 1 1 4	2 2 5	1 1 5	9 1 4 1 63 3 3 60 1 1 1 2 2 2 1 2 1 3 3 8 8 8 8 8 8 8 9 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Itural Garment Not Transq isgender 13 13 13 c 5 1 1 1 7 aged/Missing I	1 3 3 1 1 3 3	1 10 1 9 3 3 1 1 17	1 5 5 4 4 4	10	3 3	2 2	1 1 1	1 1 5 1	1 1 1 1 4 1	2 2 5 1	1 1 5 1	9 1 4 1 63 60 1 1 1 22 1 21 3 3 88 7
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 1 7 agged/Missing I 6	1 3 3 1 1 3 3	1 10 1 9 3 3 1 1 17	1 5 5 4 4	10	3	2	1 1	1 1 5	1 1 1 1 1 4	2 2 5 1	1 1 5	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 8 8 8 8 7
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Itural Garment Not Trans sisgender 13 13 13 13 14 17 aged/Missing I 6 1	1 3 3 1 1 3 3 3 1 2 1 2 1 1 8	1 10 1 9 3 3 1 1 17 17	1 5 5 4 4 4	10 10 13 10	3 3	2 2	1 1 1	1 1 5 1	1 1 1 1 4 1	2 2 5 1	1 1 5 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 7
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item	1 3 3 1 1 3 3 3 1 2 1 2 1 1 8 8 4	1 10 1 9 3 3 1 1 1 17; 1 13	1 5 5 4 4 4 16 2 14	10 10 13 10 3	3 3 2 2	2 2	1 1 1	1 1 1 5 5 1 4	1 1 1 1 1 1 1 4 1 1 3	2 2 5 1	1 1 5 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 7 67
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Itural Garment Not Trans sisgender 13 13 13 13 14 17 aged/Missing I 6 1	1 3 3 1 1 3 3 3 1 2 1 2 1 1 8	1 10 1 9 3 3 1 1 17 17 13	1 5 5 4 4 4	10 10 13 10	3 3	2 2	1 1 1	1 1 5 1	1 1 1 1 4 1	2 2 5 1	1 1 5 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 7
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item	1 3 3 1 1 3 3 3 1 2 1 2 1 1 8 8 4	1 10 1 9 3 3 1 1 1 7 1 1 13	1 5 5 4 4 4 16 2 14	10 10 13 10 3	3 3 2 2	2 2	1 1 1	1 1 1 5 5 1 4	1 1 1 1 1 1 1 4 1 1 3	1 8 2 2 5 1 4	1 1 5 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 7 67 7
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 1 7 17 1 agged/Missing I 6 1 1 1 rayed Item 2	1 3 3 1 1 3 3 3 1 1 1 2 1 1 1 1 1 1 1 1	1 10 1 9 3 3 1 1 17 17 13 3 2	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2	5 3 3 2 2	2 2	1 1 1	5 1 4	1 1 1 1 1 4 1 1 3	1 8 2 2 2 5 1 4	1 1 5 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 7 67 1 1 13 13 14 14 12
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer	Itural Garment Not Transq Isigender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rrayed Item 2 2	1 3 3 1 1 3 3 3 1 2 1 1 1 8 4 1 1	1 10 1 9 3 3 1 1 17 1 13 3 2 1	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2	5 3 3 2 2 1	2 2 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 3 3	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 63 3 3 60 1 1 1 22 1 21 21 3 3 88 7 67 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6	1 3 3 1 1 3 3 3 1 2 2 1 2 1 8 4 1 1 1	1 10 1 9 3 3 3 1 1 17 1 13 3 2 1 1	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2	5 3 3 2 2	2 2	1 1 1	5 1 4	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 2	1 8 2 2 2 5 1 4	1 1 5 1	9 1 4 1 63 60 1 1 22 1 21 21 3 3 88 7 67 1 1 1 1 4 1 2 2 2 1 2 1 2 1 1 1 1 1 1 1
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6	1 3 3 1 1 3 3 3 1 2 1 1 1 8 4 1 1	1 10 1 9 3 3 1 1 17 13 3 2 1 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2	5 3 3 2 2 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 3 3	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 88 7 67 1 1 3 1 4 1 2 2 2 2 2 2 2 2 2 3 3 3 3 3 3 3 3 3 3
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6	1 3 3 1 1 3 3 3 1 2 2 1 2 1 8 4 1 1 1	1 10 1 9 3 3 3 1 1 17 11 13 3 2 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2	5 3 3 2 2 1	2 2 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 2	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 63 3 60 1 1 1 22 1 2 1 2 1 3 3 8 8 8 7 6 7 6 7 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6	1 3 3 1 1 3 3 3 1 2 2 1 2 1 8 4 1 1 1	1 10 1 9 3 3 1 1 17 13 3 2 1 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2	5 3 3 2 2 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 2	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 63 3 60 1 1 1 22 1 21 3 3 88 88 7 67 1 1 3 1 4 1 2 2 2 2 2 2 2 2 2 3 3 3 3 3 3 3 3 3 3
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	Itural Garment Not Transq Isgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6	1 3 3 1 1 3 3 3 1 2 2 1 2 1 8 4 1 1 1	1 10 1 9 3 3 1 1 17:1 133 2 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2	5 3 3 2 2 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 2	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 63 3 60 1 1 1 22 1 2 1 2 1 3 3 8 8 8 7 6 7 6 7 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	Itural Garment Not Trans sisgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6 //Developm	1 3 3 1 1 1 3 3 3 1 2 1 2 1 1 8 4 1 1 1	1 10 1 9 3 3 1 1 17 11 13 3 2 1 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 13 2 2 5	5 3 3 2 2 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 2	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 63 3 60 1 1 1 22 1 3 3 88 7 67 67 1 13 14 12 2 2 3 2 3 2 3 3 3 3 3 3 3 3 3 3 3 3
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	Itural Garment Not Transq Isigender  13  13  13  C  5  1  4  1  7  aged/Missing I  6  1  trayed Item 2 2 6 //Developm	1 3 3 1 1 1 3 3 3 1 2 1 2 1 1 8 4 1 1 1	1 10 1 9 3 3 1 1 17 11 13 3 2 1 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2 5	5 3 3 2 2 1 1 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 2 2 2 5 1 4	3 1 1 5 1 1	9 1 4 1 633 3 600 1 1 1 222 1 211 3 3 888 7 67 67 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	Itural Garment Not Trans sisgender 13 13 13 13 14 1 1 7 aged/Missing I 6 1 1 rayed Item 2 2 6 //Developm	1 3 3 1 1 1 3 3 3 1 2 1 2 1 1 8 4 1 1 1	1 10 1 9 3 3 1 1 17 11 13 3 2 1 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 10 3 2 2 5	5 3 3 2 2 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 2	1 8 2 2 2 5 1 4	3 1 1 5 1 1	
Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	Itural Garment Not Transq Isgender 13 13 13 13 14 15 17 aged/Missing I 17 arayed Item 2 2 6 //Developm	1 3 3 1 1 1 3 3 3 1 2 1 2 1 1 8 4 1 1 1	1 10 1 9 3 3 1 1 17 11 13 3 2 1 1 1 7	1 5 5 4 4 4 16 2 14	10 10 13 13 2 2 5	5 3 3 2 2 1	2 2 1 1 1	1 1 1 1	1 1 1 5 1 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 2 2 2 5 1 4	3 1 1 5 1 1 3	\$\frac{9}{4}\$ 4 1 63 3 3 3 66 61 1 1 1 22 1 3 3 3 88 88 7 67 1 1 1 2 2 2 2 2 2 2 3 3 9 5 5

					) Data Too								
egories				1-Jan 0	2-Feb 0	3-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha		gway	2			1							3
Persons w/ Disabilities (PWD) - Wounded			1										
Property - Special Handling	21	16	15	13	10	9			5	12	13	9	123
Property - Special Handling - Damaged It		3	2			1				1	2		12
Property - Special Handling - Damaged It		1	5	1	4	3			1	1	3	3	26
Property - Special Handling - Missing Iten		2	2	3		1				1			11
Property - Special Handling - Missing Iten		10	6	9	6	4			4	9	8	6	74
Screening	5	8	6	14	8	5	3	1	1	2	3	4	60
Screening - Crew Member or Airline Empl	loyee	1											
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2	1								1	4
Screening - Procedures/Process	4	6	4	13	7	4	2	1	1	1	3	3	49
Screening - Retrieving Abandoned/Confis	1									1			2
Screening - Security Breach		1			1								2
2021	31	17	18	12	10	17	23	41	56	54	80	74	433
Airline									2				2
Airline - Policy/Regulations/Service									2				2
Civil Rights	1		5			1	2	5	1	2	1	3	2
Civil Rights - Constitutional Rights										1			
Civil Rights - Hair Patdowns												2	
Civil Rights - National Origin										1		_	-
Civil Rights - Racial Profiling or Discrimina	l ation		4			1	1	4			1		1
Civil Rights - Sex/Gender/Gender Identity			7			'	1	1			'		
· · · · · · · · · · · · · · · · · · ·			1				- 1	1					
Civil Rights - Sexual Orientation - Not Tra	nagenuel		1						1			1	
Civil Rights - Transgender Screening	6	1	3	G	1	4	2	6	9	0	8	9	6:
Customer Service CSM		1	3	6	1	1	3	6	9	8	8	9	6
Customer Service - CSM	1	4	^	•	4			_			_		
Customer Service - TSO	5	1	3	6	1	1	3	6	9	8	8	9	60
Duplicate E-mail											1		
Duplicate E-mail - General											1		
Expedited Passenger Screening Program	L			1	3	1	7	15	27	27	48	48	177
Expedited Passenger Screening Program		/lilitary						1					
Expedited Passenger Screening Program							1			1	1	1	4
Expedited Passenger Screening Program	- TSA Applicat	ion Progran	1						1	1	3	4	(
Expedited Passenger Screening Program	- TSA PreChed	ck		1	3	1	6	13	26	25	44	43	162
Expedited Passenger Screening Program	- TSA/DHS En	nployees - C	pt In					1					
Human Capital								1					1
Human Capital - Prospective Employmen	t with TSA							1					
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domest	ic					1							
Locks	1	2	1	1			1						6
Locks - Missing or Damaged Lock	1	2	1	1			1						(
Lost and Found	1	1		'			1				1		
Lost and Found - Airport/TSA	1	1					1				1		
Mishandling of Passenger Property	4	4	3	2	4	4	1	2		2	'		26
Mishandling of Passenger Property - Dam		1	1	1	1	2	1	1		1			20
							Į.	l l					
Mishandling of Passenger Property - Dam		1	2	1	3	1		4		1			12
Mishandling of Passenger Property - Disa	1	2	4			1		1					5
No Jurisdiction			1								1		2
No Jurisdiction - Refer to Other			1								1		2
Patdown	2	1					2		2	2	1	3	13
Patdown - Flyer	1	1							1	2	1	3	(
Patdown - Flyer as Observer	1						2		1				4
Persons w/ Disabilities (PWD)	2			1			1	3		2	4	2	15
Persons w/ Disabilities (PWD) - Cognitive		al /Mental D	isability				1						
Persons w/ Disabilities (PWD) - Diabetes													
Persons w/ Disabilities (PWD) - Hearing I								1				2	
Persons w/ Disabilities (PWD) - Internal N	Medical Devices	3									1		
Persons w/ Disabilities (PWD) - Medical [	Devices - Attach	ned to the B	ody					1					
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	d Medical S	Supplies						1	1		
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not V	Vheelchair o	or Scoot	1									•
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees an	d Casts						1					
Persons w/ Disabilities (PWD) - Service A	Animals										1		
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)									1		
Persons w/ Disabilities (PWD) - Wheelcha										1			
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - General												1	
Property - Special Handling	8	7	1		1	4	4	6	9	4	10	5	59
Property - Special Handling - Damaged It					1	1	7	3	3	3	4	2	17
Property - Special Handling - Damaged It		4			'		3	1	1	1	3	1	18
Property - Special Handling - Missing Iten		7				1	J	1	4	- 1	3	1	- 10
		3	1			2	1	2	1		3	1	
Property - Special Handling - Missing Iten	3	3	ı				1		I		1	1	17
Request for Assistance	Dischiller (D)	MD)											
Request for Assistance - Non-Persons w/			4	4	4					_	1	_	
Screening	6	1	4	1	1	5	1	3	6	7	4	3	4:
Screening - Children						1						1	
Screening - Classified Materials	L						1						
Screening - Crew Member or Airline Empl	loyee								1		1		
Screening - Inconsistency					1	1				1	1		
Screening - Lengthy Lines									3				
Screening - Procedures/Process	6	1	4	1		3		3	2	6	2	2	30
2022	67	90	82	60	86								385
Airline					1								1
Airline - Lost Baggage					1								1
Civil Rights	1	3	2	2	4								12
Civil Rights - Civil Rights Violation (TSA E	-	J		_	1								1
S.T. T. agrico Olvii Tagrico Violation (TOAL	p.0300)												

			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discriming	ո։ 1	3		2	1								7
Civil Rights - Sex/Gender/Gender Identity	y- Not Trans	gender	1										1
Civil Rights - Sexual Orientation - Not Tra	ansgender				1								1
Civil Rights - Transgender Screening			1		1								2
Claims	1			2									3
Claims - General	1												1
Claims - Status				2									2
Customer Service	7	10	8	5	8								38
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TCC	1												1
Customer Service - TSO	6	9	8	4	8								35
Expedited Passenger Screening Program	48	60	55	40	56								259
Expedited Passenger Screening Program	n - DoD	3	3										6
Expedited Passenger Screening Program		5		2	5								17
Expedited Passenger Screening Program		52	51	38	51								236
Identification (ID) Requirements			2										2
Identification (ID) Requirements - Domes	stic		2										2
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		3	•									
Mishandling of Passenger Property - Dar													
Mishandling of Passenger Property - Dar		na ItemsC	2										2
Mishandling of Passenger Property - Dis	-	•											-
No Jurisdiction	arrayed nem	3Oarry-Orr		2									2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other				1									
Patdown	1	2		3	1								7
Patdown - Flyer	'	2		3	1								6
Patdown - General	1			3	- 1								1
Persons w/ Disabilities (PWD)	3	3	3	1	4								14
Persons w/ Disabilities (PWD) - Cognitiv	_				1								14
Persons w/ Disabilities (PWD) - Cognitiv		entai /ivient	ai Disability 2		1								3
Persons w/ Disabilities (PWD) - Diapers/		coccingo/M		1	- 1								
		essings/ivia	asks	1	1								
Persons w/ Disabilities (PWD) - General					1								2
Persons w/ Disabilities (PWD) - Hearing													
Persons w/ Disabilities (PWD) - Medical		lached to tr	1										1
Persons w/ Disabilities (PWD) - Medicall													
Persons w/ Disabilities (PWD) - Mobility					1								2
Persons w/ Disabilities (PWD) - Ostomy/		1											
Persons w/ Disabilities (PWD) - Prosthes	sis/Amputees												
Prohibited & Permitted Items		1											2
Prohibited & Permitted Items - Breast Mi													2
Property - Special Handling	1	1		2	7								15
Property - Special Handling - Damaged I			2	1	3								6
Property - Special Handling - Damaged I					2								
Property - Special Handling - Missing Ite		1			1								4
Property - Special Handling - Missing Ite	_		1	1	1								3
Screening	4	10		2	5								25
Screening - Inconsistency		3			1								6
Screening - Procedures/Process	4	7	2	2	4								19

Categories	40.0-4	44 Nav				Tool - FOIA	04 4	OF Mari	00 1	07 1	00 4	00 0	Total
ŭ	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	41	60	57		77		44	49	50	56			642
2019 Civil Rights				26	17		25	30	23	24	26		215
				2							2		6
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	l otion				1						1		1
Civil Rights - Sex/Gender/Gender Identity		ander		2							'		2
Civil Rights - Transgender Screening	l	siluei			1						1		2
Customer Service				3		6	6	3	5	6	4	7	41
Customer Service - Others					1		0			0		,	1
Customer Service - TSO				3		6	6	3	5	6	4	7	40
Locks				2	2		1	3	1		1		12
Locks - Missing or Damaged Lock				2			1	3	1		1		12
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				7	5	2	7	7	4	4	7	10	53
Mishandling of Passenger Property - Dam	iaged/Missin	g Items(	Carry-on Lug	ggage							1	2	3
Mishandling of Passenger Property - Dam	aged/Missin	g Items(	Checked Ba	6	4		4	7	4	4	4	5	38
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checke	( 1	1	2	3				2	3	12
Patdown								3	2				5
Patdown - Flyer								3	2				5
Persons w/ Disabilities (PWD)				2	1	1	1		1	1	3		10
Persons w/ Disabilities (PWD) - Cognitive		ntal /Men	tal Disability										1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal N										1			1
Persons w/ Disabilities (PWD) - Medical [					1								1
Persons w/ Disabilities (PWD) - Medically									4		1		1
Persons w/ Disabilities (PWD) - Mobility [				ter)					1				1
Persons w/ Disabilities (PWD) - Prosthesi						1							1
Persons w/ Disabilities (PWD) - Respirato			епі								1		1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	ani/ Scooler/	Segway		9	5	5	1 6	10		9	1 5	6	<u>2</u>
Property - Special Handling - Damaged It	l ems - Carny	)n		1	5	2	Ö	2	6 1	1	5 1	3	61 11
Property - Special Handling - Damaged It				4	1		1	4	2	1	1	3	15
Property - Special Handling - Missing Iten				2	2			- 4	2	2	1		9
Property - Special Handling - Missing Iten				2	2		5	4	1	5	2		26
Screening Screening				1	1		4	4	4	4	4		26
Screening - Children						1							1
Screening - Crew Member or Airline Empl	oyee									1			1
Screening - Inconsistency							2		1	1		1	5
Screening - Procedures/Process				1	1	1	2	4	3	2	3	1	18
Screening - Security Breach											1		1
2020	15	20	20	16	19	6	2	3	9	7	2	10	129
Civil Rights	1	1		2	1				1				6
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimina		1		1	1				1				4
Civil Rights - Sex/Gender/Gender Identity													1
Customer Service	4	2	2 4	1	5	1	1	1	3	3		3	28
Customer Service - Others									1				1
Customer Service - TSO	4		2 4		5		1	1	2	3		3	27
Locks	1	2	2 1		3	1						1	9
Locks - General					1								1
Locks - Missing or Damaged Lock	1		2 1		2							1	8
Mishandling of Passenger Property	5				4				1	1	1		28
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa			6 or Charles		3				1	1	1	3	26
	rrayed items	Carry-o	TOT CHECKE	u	1						1		2
Patdown Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1		1	2				1				7
Persons w/ Disabilities (PWD) - Autism S	-		1						- 1				1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medically	l Necessary I	Medicatio	n and Medic		2				'				2
Persons w/ Disabilities (PWD) - Mobility [		1		а саррисс									
Persons w/ Disabilities (PWD) - Wheelcha													1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2		4	7	2	1		1	3	2	1	2	29
Property - Special Handling - Damaged It		1	1	3				1	2	1	1		11
Property - Special Handling - Missing Iten	ns - Carry-C	1	1		1								3
Property - Special Handling - Missing Iten		2	2	4	1	1			1	1		2	15
Screening		5	5 4	2	2	3	1	1		1		1	20
Screening - Procedures/Process		4	3	2	2	3	1	1		1		1	18
Screening - Security Breach		1	1										2
2021	5	6	5 4	4	7	6	17	16	18	25	23	23	154
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights		1					1						5
Civil Rights - Racial Profiling or Discrimina		1	1										3
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender		1			1						2
Customer Service	1		1		1		3	4	3	4	7		30
Customer Service - TSO	1		1		1		3	4	3	4	7		30
Expedited Passenger Screening Program	A office Dod	, NASISES	2		1	3	5	7	5	10	11	12	56
Expedited Passenger Screening Program		/ iviilitary								_	1		1
Expedited Passenger Screening Program		otic- D	aran-				1			2	1		4
Expedited Passenger Screening Program			-			1	1	1		_	_	1	4
Expedited Passenger Screening Program	- 15A PreCl		2		1	2	3	6	5	8	9	11	47
Locks		1							1				2

ories	10-Oct	11-Nov	TSA Conta 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
	10-001		1 <b>2-Dec</b>	v i-Jaii	02-F6D	UJ-IVIAI	vApi	UJ-IVIAY		or-Jui	vo-Aug	ua-aep	1018
Locks - Missing or Damaged Lock			I						1		1		
Lost and Found													
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property	2		1	1			2		1	2	2		
Mishandling of Passenger Property - Dama	aged/Missin	g Items	Carry-on Lug	1									
Mishandling of Passenger Property - Dam	1		1				1		1	2	2		
Mishandling of Passenger Property - Disa	1						1						
Persons w/ Disabilities (PWD)					1				2		1	2	
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatio	n and Medic	al Sunnlies								1	
Persons w/ Disabilities (PWD) - Metal Impl		iviculcatio	il alla Mcale	ai oupplies							1	- '	
Persons w/ Disabilities (PWD) - Wheelcha		Common			4						- 1		
. ,		Segway			1								
Persons w/ Disabilities (PWD) - Wounded	Warrior								1				
Prohibited & Permitted Items					2				1	2			
Prohibited & Permitted Items - Firearm/Am	nmunition									1			
Prohibited & Permitted Items - Food/Bever	rages								1				
Prohibited & Permitted Items - Liquids/Gels	s/Aerosols				1					1			
Prohibited & Permitted Items - Remains					1								
Property - Special Handling	2		1				3	4	3	1		3	
Property - Special Handling - Damaged Ite							1		0	'		1	
	ilis - Carry-		4						1			2	
Property - Special Handling - Damaged It	1		1				2		1				
Property - Special Handling - Missing Item		n						1					
Property - Special Handling - Missing Iten	1							1	2	1			
Screening		2	2		2	2	3	1	1	5	1	2	
Screening - Inconsistency					2		1		1	1			
Screening - Procedures/Process		2	2			1	2	1		4	1	2	
Screening - Retrieving Abandoned/Confisc	cated Items					1							
2022	21	34	4 33	22	34								
Airline		<u> </u>		1									
Airline - Policy/Regulations/Service				1									
Civil Rights	1		1 1	1									
Civil Rights - Hair Patdowns			1										
Civil Rights - Racial Profiling or Discrimina	1			1									
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender	1										
Claims	1												
Claims - Status	1												
Customer Service	3	6	3		3								
Customer Service - TSO	3		3 3		3								
Expedited Passenger Screening Program	14	26			26								
Expedited Passenger Screening Program													
Expedited Passenger Screening Program	2		1 1										
Expedited Passenger Screening Program	- TSA Appl	3	3 1		1								
Expedited Passenger Screening Program	12	21	1 21	16	25								
Locks			1										
Locks - Missing or Damaged Lock			1										
			- 1										
Mishandling of Passenger Property	I /b 4::		1										
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama	aged/Missin	g Items											
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Patdown	aged/Missin	g Items0			1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Patdown Patdown - Flyer	aged/Missin		C 1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items					1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Patdown Patdown - Flyer		-	C 1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items	Is/Razors/S	-	C 1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tool Prohibited & Permitted Items - Liquids/Gel	Is/Razors/S	-	1 1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tool Prohibited & Permitted Items - Liquids/Gel Property - Special Handling	ls/Razors/S s/Aerosols	_	1 1 1 1 1 1	1	2								
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tool Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite	Is/Razors/S s/Aerosols 1 ems - Carry-	_	1 1 1 1	1	1								
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tool Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ls/Razors/\$ s/Aerosols 1 ems - Carry-	On	1 1 1 1 1 1	1	2								
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Is/Razors/S s/Aerosols 1 ems - Carry- 1 s - Carry-Oi	On	1 1 1 1 1 1	1	2								
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	Is/Razors/S s/Aerosols 1 ems - Carry- 1 s - Carry-Oi	On	C 1  1 1 1 1 1 1 1	1	2 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tool Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	Is/Razors/S s/Aerosols 1 ems - Carry- 1 s - Carry-Oi s - Checked	On	1 1 1 1 1 1	1	2 1								
Mishandling of Passenger Property  Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	Is/Razors/S s/Aerosols 1 ems - Carry- 1 s - Carry-Oi s - Checked	On	C 1  1 1 1 1 1 1 1	1	1 2 1 1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tool Prohibited & Permitted Items - Liquids/Gel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	Is/Razors/S s/Aerosols 1 ems - Carry- 1 s - Carry-Oi s - Checked	On	C 1  1 1 1 1 1 1 1	1 1 3	1 2 1 1								

Categories	10-Oct	11-Nov	12-Dec	act Center ( 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	36	32				18	25	32	15	38	28	30	344
2019	36	32		9 31 6		6	15	21	6	15	11	6	94
Civil Rights							13	1		13		1	2
Civil Rights - Sex/Gender/Gender Identity	I - Not Transge	nder						1				1	2
Customer Service		ildoi		1		1	3	3	1	2	3		15
Customer Service - Others								1			1		2
Customer Service - TSO				1		1	3	2	1	2	2	1	13
Locks				1	2	1		3		1			8
Locks - Missing or Damaged Lock				1		1		3		1			8
Mishandling of Passenger Property				1	2	2	4	4	1	4	4	2	24
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	arry-on Lu	ıggage			1		1		1		3
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked Ba	aς 1	1	2	3	3		4	3	1	18
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Check	ed	1			1				1	3
Patdown							1	3		1			5
Patdown - Flyer							1	3		1			5
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	ital /Ment	al Disabili	ty							1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)								1				1
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates					1		1					2
Property - Special Handling				1		1	5	3	3	4	3	2	26
Property - Special Handling - Damaged It					1	1	2		1	1	1		7
Property - Special Handling - Damaged It		d					1	1	2	2			6
Property - Special Handling - Missing Iter				1			1			1	2		7
Property - Special Handling - Missing Iter	ns - Checked				2		1	2				1	6
Screening				2			2	3		2			9
Screening - Procedures/Process				2			2	3		2			9
2020	13	5		8 10	6	6	1		3	6	3	4	65
Civil Rights	1					2				1			4
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimin	1					1				1			2
Customer Service	1	2		1 1						2		1	10
Customer Service - TSO	1	2		1 1	2					2		1	10
Locks	2			2									4
Locks - Missing or Damaged Lock	2			2		0	4		4	4	-		4
Mishandling of Passenger Property	4	Itoma C		4 4	2	2	1		1	1	1		20
Mishandling of Passenger Property - Dan		itemsC		-					1	4			2
Mishandling of Passenger Property - Dan				4 3	2	2	4			1			15
Mishandling of Passenger Property - Disa Patdown	1 1						1				1		3
Patdown - Flyer	1				1 1								2
Persons w/ Disabilities (PWD)	'	1			- 1						1		2
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	1									- 1		1
Persons w/ Disabilities (PWD) - Ostomy/		- '									1		1
Property - Special Handling	2	1		2 2	1	1					'	2	11
Property - Special Handling - Damaged It		1		1									2
Property - Special Handling - Damaged It		•		1									2
Property - Special Handling - Missing Iter				1								1	3
Property - Special Handling - Missing Iter				1	1	1						1	4
Screening	2	1		1 1		1			2	2	1	1	12
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1		1 1		1			2	2	1	1	11
2021	7	3		2 4	4	6	9	11	6	17	14	20	103
Civil Rights							1					1	2
Civil Rights - Age												1	1
Civil Rights - Racial Profiling or Discrimin	ation						1						1
Customer Service		1		1	4	1	2	3		1	4	3	20
Customer Service - TCC				1									1
Customer Service - TSO		1			4	1	2	3		1	4	3	19
Expedited Passenger Screening Program							1	5	5	10	5		34
Expedited Passenger Screening Program	- TSA PreChe	eck					1	5	5	10	5	8	34
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	4	2		1			1			1			9
Mishandling of Passenger Property - Dan		1											1
Mishandling of Passenger Property - Dan		1		1						1			6
Mishandling of Passenger Property - Disa	1						1						2
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown				1				1 1					2
Patdown - Flyer				4				1					1
Patdown - General	1			1				1			1	1	4
Persons w/ Disabilities (PWD)								1			1	ı	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically								1					1 1
Persons W/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av		alima)									1		1 1
Persons w/ Disabilities (PWD) - Touch AV  Persons w/ Disabilities (PWD) - Wheelch											- 1	1	1
Prohibited & Permitted Items	ani, ocooleii, S	cyway					1					1	2
Prohibited & Permitted Items - Alcohol an	I Tobacco						1 1					1	1
Prohibited & Permitted Items - Beauty & 0		9					1					1	1
Property - Special Handling	2	_		1 1		3	3			1	1	3	15
Property - Special Handling - Damaged It						1	3			1		3	6
Property - Special Handling - Damaged It		d		1 1		1						3	3
Property - Special Handling - Missing Iter		-				1	3				1		6
Screening	'			1		2	3		1	3	3	2	12
	1			'						3	J		12

		7	SA Contac	ct Center (1	CC) Data 1	Tool - FOIA	A .						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines									1	2	2		5
Screening - Procedures/Process				1		2				1	1	2	7
2022	16	24	19	11	12								82
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	2	1	2	2	1								8
Customer Service - TSO	2	1	2	2	1								8
Expedited Passenger Screening Program	12	12	16	8	11								59
Expedited Passenger Screening Program	1				2								3
Expedited Passenger Screening Program	2	2	3										7
Expedited Passenger Screening Program	9	10	13	8	9								49
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1											1
Property - Special Handling		3	1	1									5
Property - Special Handling - Damaged Ite	ems - Carry	1		1									2
Property - Special Handling - Damaged Ite	ems - Checl	1											1
Property - Special Handling - Missing Item	ns - Carry-O	n	1										1
Property - Special Handling - Missing Item	s - Checke	1											1
Screening	1	4											5
Screening - Inconsistency	1												1
Screening - Procedures/Process		4											4

				act Center (									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAW	1	3	:	2 1	1	3	1	1	2	2	2	1	18
2019				1	1		1	1	2	1			7
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender		1									1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	aggage	1					1			2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged It	ems - Chec	ked							1				1
Screening								1					1
Screening - Procedures/Process								1					1
2020		1				1				1			3
Property - Special Handling						1							1
Property - Special Handling - Missing Iten	ns - Carry-C	On				1							1
Screening		1								1			2
Screening - Procedures/Process		1								1			2
2021						2						1	3
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed		1							1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	2	:	2									5
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	1	1											2
Screening			2	2									2
Screening - Children				1									1
Screening - Procedures/Process				1									1

							ΓοοΙ - FΟΙΑ							
Categories	10-Oct	11-Nov			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBA	6		5	9	14	7	5	6	4	8	12	13	8	97
2019					1	2	3	3	1	3	7	5	3	28
Civil Rights													1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender											1	
Customer Service						1	1	1				1		4
Customer Service - Others Customer Service - TSO						1	1	-				1		
Patdown					1	1	1	1		2	2	2		1
Patdown - Flyer					1	1	1	1		2	2	2		1
Persons w/ Disabilities (PWD)					I						2	1	1	
Persons w/ Disabilities (PWD) - Autism S	nectrum											1	1	
Persons w/ Disabilities (PWD) - Cognitive		ntal /Me	ental Disa	ability							1	- '	'	
Persons w/ Disabilities (PWD) - Metal Im			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	y							1			
Property - Special Handling	l de deme						1			1	2	1	1	
Property - Special Handling - Damaged It	i ems - Carry-0	On									1			
Property - Special Handling - Damaged It											1		1	
Property - Special Handling - Missing Iter							1							
Property - Special Handling - Missing Iter										1		1		
Request for Assistance											1			
Request for Assistance - Other											1			
Screening								1	1					
Screening - Procedures/Process								1	1					
2020	5		1	5	5		1			1	1		1	2
Civil Rights											1			
Civil Rights - Racial Profiling or Discrimin	ation										1			
Customer Service	1			1	2									
Customer Service - Others	1													
Customer Service - TSO				1	2									
Locks				1										
Locks - Missing or Damaged Lock				1										
Lost and Found				1										
Lost and Found - Airport/TSA				1										
Mishandling of Passenger Property	2		1		1									
Mishandling of Passenger Property - Dam	1													
Mishandling of Passenger Property - Dam	naged/Missii		1		1									
Mishandling of Passenger Property - Disa	1													
Patdown	1			1	1									
Patdown - Flyer	1			1	1									
Property - Special Handling				1	1								1	
Property - Special Handling - Damaged It	ems - Check	ed			1									
Property - Special Handling - Missing Iter													1	
Property - Special Handling - Missing Iter	ns - Checked			1										
Screening	1						1			1				
Screening - Procedures/Process	1						1			1				
2021			1	1		3	1	3	3	4	4	8	4	3
Civil Rights												1		
Civil Rights - Racial Profiling or Discrimin	ation											1		
Customer Service								1		1	2	1	1	
Customer Service - TSO								1		1	2	1	1	
Expedited Passenger Screening Program									1	2	1	5	3	
Expedited Passenger Screening Program			rogram							1				
Expedited Passenger Screening Program	i - TSA PreCh	ieck	4			_			1	1	1	5	3	•
Mishandling of Passenger Property	2000d/Mi		1	1		2	1							
Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	iaged/ivilssii		1	1		2	1							
	Devices A#-	chod +-	the Po-	hv						1 1				
Persons w/ Disabilities (PWD) - Medical I Prohibited & Permitted Items	Devices - Alla	ichieu io	tile DOO	ıy						1	4			
Prohibited & Permitted Items  Prohibited & Permitted Items - Ice/Gel Pa	l										1 1			
Property - Special Handling	ion3										1	4		
Property - Special Handling  Property - Special Handling - Missing Iter	ns - Chackad											1		
Screening	iio - Olieckeu					1		2	2			- 1		
Screening - Lengthy Lines									1					
Screening - Procedures/Process								2						
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis	cated Items					1			1					
2022	1		3	3	8	2								1
Customer Service	1		-	•										
Customer Service - TSO	1													
Expedited Passenger Screening Program	· '		2	3	6	2								1
Expedited Passenger Screening Program	- TSA Applic	ation Pr			2									
Expedited Passenger Screening Program			2	3	4	2								1
Persons w/ Disabilities (PWD)			1	_	1									
Persons w/ Disabilities (PWD) - Internal M	Medical Dev		1											
Persons w/ Disabilities (PWD) - Mobility I		t Wheel		Scoot	1									
Screening	, , , ,				1									
Screening - Procedures/Process					1									

tegories	10-Oct 1	1-Nov 1	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
BN	5	5	4	7	6	6	2	7	3	5	4	5	
2019				2	2	2	1	3		3	1	3	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimin	ation									1			
Customer Service				1		2					1		
Customer Service - TSO				1		2					1		
Locks				- 1						1	1		
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property					1			2		1			
Mishandling of Passenger Property - Dan								1					
Mishandling of Passenger Property - Dan				age	1					1			
Mishandling of Passenger Property - Disa	rrayed ItemsC	carry-on or	Checked					1					
Property - Special Handling				1	1							3	
Property - Special Handling - Damaged It	ems - Checked											1	
Property - Special Handling - Missing Iter	ns - Carry-On			1									
Property - Special Handling - Missing Iter	ns - Checked				1							2	
Screening							1	1					
Screening - Lengthy Lines							1						
Screening - Procedures/Process								1					
2020	1	1	1	1		3		'			2		
Customer Service	•	•	•			1							
Customer Service - Others						1							
		4				I							
Mishandling of Passenger Property	10.41	1	1										
Mishandling of Passenger Property - Dan	naged/Missii	1	1										
Property - Special Handling											1		
Property - Special Handling - Missing Iter											1		
Screening	1			1		2					1		
Screening - Inconsistency	1												
Screening - Procedures/Process				1		2							
Screening - Retrieving Abandoned/Confis	cated Items										1		
2021	2	2		2	2	1	1	4	3	2	1	2	
Customer Service	1	1									1		
Customer Service - TSO	1	1									1		
Expedited Passenger Screening Program				1	1	1		1	2	1		2	
Expedited Passenger Screening Program	- TSA Applicat	ion Progra	m					1	_			1	
Expedited Passenger Screening Program				1	1	1			2	1		1	
Mishandling of Passenger Property		,,,			1								
Mishandling of Passenger Property - Dam	 	tome Cha	rked Bado	1200	1								
Prohibited & Permitted Items	laged/Missing i	iemsche	okeu bayy	aye	- 1		1						
	Davisas						1						
Prohibited & Permitted Items - Electronic	Devices						- 1						
Property - Special Handling	1	1		1					1	1			
Property - Special Handling - Damaged It		1		1					1				
Property - Special Handling - Missing Iter													
Property - Special Handling - Missing Iter	ns - Checked									1			
Screening								3					
Screening - Crew Member or Airline Emp	loyee							1					
Screening - Procedures/Process								2					
2022	2	2	3	2	2								
Customer Service			1										
Customer Service - TSO			1										
Expedited Passenger Screening Program	2	1	1	2	1								
Expedited Passenger Screening Program				1									
Expedited Passenger Screening Program  Expedited Passenger Screening Program		1	1	1	1								
Patdown			I I	I	I								
		1											
Patdown - General		1											
Screening			1		1								
Screening - Procedures/Process			1		1								

						CC) Data								
ategories		11-Nov	12-1		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	4	4		6	1	11	3			4	6	-		5
2019					1	2	2			2		2		19
Customer Service						1	1	2		1			1	(
Customer Service - Others							1	1						
Customer Service - TSO						1		1		1			1	4
Lost and Found										1				
Lost and Found - Airport/TSA										1				
Mishandling of Passenger Property							1	2				1	1	
Mishandling of Passenger Property - Dam					jage			2	2					
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Ch	ecked			1					1	1	
Patdown					1								1	
Patdown - Flyer					1								1	
Persons w/ Disabilities (PWD)						1			1					
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatior	n and N	Medica	Supplies				1					
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)				1								
Property - Special Handling												1		
Property - Special Handling - Missing Item	s - Checked											1		
2020				3		2				2	2			
Civil Rights						1								
Civil Rights - Racial Profiling or Discrimina	ation					1								
Mishandling of Passenger Property				3		1				1				
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	;	3		1				1				
Property - Special Handling										1	1			
Property - Special Handling - Damaged Ite	ems - Checked	d								1				
Property - Special Handling - Missing Item	s - Carry-On										1			
Screening											1			
Screening - Procedures/Process											1			
2021						1	1	5			4	1		1
Civil Rights								1						
Civil Rights - Racial Profiling or Discrimina	ation							1						
Customer Service											3	1		
Customer Service - TSO											3			
Expedited Passenger Screening Program							1	1						
Expedited Passenger Screening Program	- TSA PreChe	eck					1	1						
Persons w/ Disabilities (PWD)								1						
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication	and N	Medica	Supplies			1						
Property - Special Handling	,							1						
Property - Special Handling - Missing Item	s - Checked							1						
Screening						1		1			1			
Screening - Procedures/Process						1		1			1			
2022	4	4		3		6								1
Customer Service	1					2								•
Customer Service - TSO	1					2								
Expedited Passenger Screening Program	2	4		2		3								1
Expedited Passenger Screening Program	2	4		2		3								1
Intranet/Internet Inquiries	1	4				3								
Intranet/Internet Inquiries - General	1													
Property - Special Handling	1			1										
	o Cheeked			1										
Property - Special Handling - Missing Item	is - Checked			- 1		4								
Screening						1								
Screening - Lengthy Lines						1								

			OA COIILA	ocintoi (	ICC) Data	001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY	1	1	1		1	1		2				5	12
2019								2					2
Screening								2					2
Screening - Lengthy Lines								1					1
Screening - Security Breach								1					1
2020		1	1		1							1	4
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1	1									1	3
Mishandling of Passenger Property - Dam	aged/Missir	1	1									1	3
2021						1						4	5
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program	- TSA PreC	heck										2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening						1						1	2
Screening - Crew Member or Airline Empl	oyee					1							1
Screening - Procedures/Process												1	1
2022	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCC	1				1				1		2	1	6
2019											1	1	2
Customer Service											1	1	2
Customer Service - Others												1	1
Customer Service - TSO											1		1
2020	1								1		1		3
Mishandling of Passenger Property	1								1		1		3
Mishandling of Passenger Property - Dam	1								1		1		3
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program	- TSA PreCl	heck			1								1

ata a a via a	40.0-4			act Center (				05.14-	00 1	07 1	00.4	20.0	Tital
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	2	1		3 4		1	1		1	1	•	2	20
2019				1					1		2		
Customer Service											1		
Customer Service - TSO											1		
Mishandling of Passenger Property				1							1		
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Ba	ις 1							1		
Screening									1				
Screening - Procedures/Process									1				
2020	1	1		2 2		1				1			1
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimin	ation			1									
Customer Service		1				1							
Customer Service - TSO		1				1							
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates			1									
Screening			2	2						1			
Screening - Crew Member or Airline Emp	loyee			1									
Screening - Lengthy Lines				1									
Screening - Procedures/Process										1			
2021				1			1				2	2	
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimin	nation			1									
Customer Service												1	
Customer Service - TSO												1	
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Internal I	u Medical Devid	es									1		
Property - Special Handling							1				1		
Property - Special Handling - Damaged It	tems - Carrv-	On					1						
Property - Special Handling - Missing Iter											1		
Screening												1	
Screening - Procedures/Process												1	
2022	1			l									
Civil Rights	1												-
Civil Rights - Transgender Screening	1												
Patdown				1									
Patdown - Flyer				1									

ories					enter (TCC	•								
	1	1-Nov							05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	40	3	2	41	36	34	20	9	25	23	37	30	25	35
2019					9	6	13	7	19	11	17	10	7	9
Civil Rights							1		1		1	1		4
Civil Rights - Constitutional Rights							1							
Civil Rights - Perceived Religion									1					
Civil Rights - Racial Profiling or Discrimina	ation											1		
Civil Rights - Sex/Gender/Gender Identity-		der									1			
	I Tallsgelle	Jei				4	4	4	4					
Customer Service					2	1	1	1	1		2			
Customer Service - TSO					2	1	1	1	1		2			
Locks					1		2		4	1	2		1	1
Locks - Missing or Damaged Lock					1		2		4	1	2		1	1
Lost and Found										1				
Lost and Found - Airport/TSA										1				
Mishandling of Passenger Property					2	2	2	3	5	3	4	1	4	2
	Lagad/Missing It	tomo	Cornio	Luggon				3	3		4		4	
Mishandling of Passenger Property - Dam										1				
Mishandling of Passenger Property - Dam					2	2	2	2	3	2	2		4	2
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-c	on or Che	ecked				1	2		2			
Patdown						1				1			1	
Patdown - Flyer						1				1			1	
Persons w/ Disabilities (PWD)									1	2	2			
` '									1					
Persons w/ Disabilities (PWD) - Diabetes									I					
Persons w/ Disabilities (PWD) - Medical D	Devices - Attach	ned to	the Body	У						1				
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1				
Persons w/ Disabilities (PWD) - Service A	nimals										2			
Property - Special Handling					3	2	3	2	3	3	5		1	2
Property - Special Handling - Damaged Ite	ems - Carry On						1			<u> </u>				
					4		1				^			
Property - Special Handling - Damaged Ite					1				1	1	2	3		
Property - Special Handling - Missing Item							1						1	
Property - Special Handling - Missing Item	ns - Checked				2	2	1	2	2	2	3	1		1
Screening					1		4	1	4		1	3		1
Screening - Lengthy Lines												1		
Screening - Procedures/Process					1		4	1	4		1	1		1
Screening - Security Breach					'			'				1		
	44		•	4.4									_	
020	11		9	14	11	9	2		1	2	5	4	7	7
Advanced Imaging Technology (AIT)													1	
Advanced Imaging Technology (AIT) - Fly	er												1	
Civil Rights	1			1	1							1		
Civil Rights - Racial Profiling or Discrimina	1			1	1									
Civil Rights - Sex/Gender/Gender Identity-		der										1		
Customer Service	1	JOI		2	1	4			4			1		
				3		1			1					
Customer Service - TSO				3	1	1			1			1		
Locks			2	1	2					1	1			
Locks - Missing or Damaged Lock		1	2	1	2					1	1			
Lost and Found				1										
Lost and Found - Airport/TSA				1										
Mishandling of Passenger Property	3		2	4	3	2				1	1		2	1
Mishandling of Passenger Property - Dam										1				
Mishandling of Passenger Property - Dam			2	3	3	2					1		2	1
Mishandling of Passenger Property - Disa	2			1										
Patdown	1			2		1	1					1		
Patdown - Flyer	1			1			1					1		
Patdown - Non-Flyer				1		1						· ·		
			0	- 1		·								
Persons w/ Disabilities (PWD)			2											
Persons w/ Disabilities (PWD) - Hearing In			1											
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair		1											
Property - Special Handling	5		1	1	1	4					2		4	1
Property - Special Handling - Damaged Ite	ems - Carry-On	1											1	
Property - Special Handling - Damaged Ite	ems - Checl		1			3								
Property - Special Handling - Damaged Re						J								
				4	4						_			
Property - Special Handling - Missing Item	4			1	1	1					2		3	1
Request for Assistance					1									
Request for Assistance - Other					1									
0	1		2	1	2	1	1				1	1		1
Screening							1							
			2	1	2	1						1		
Screening - Lengthy Lines	1		_	- 1		'					4			
Screening - Lengthy Lines Screening - Procedures/Process	1										1			
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach			_			1	5	2	5	10	15	16	11	8
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	1 5		5	9	3									
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach			5	9	3									
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 21 Civil Rights	5		5		3									
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  21 Civil Rights Civil Rights - Sex/Gender/Gender Identity-	5 - Not Transgend	der		2	1		1		1	2	1	3	1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  21 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service	<b>5</b> - Not Transgend 2	der	2	2 2 7	1				1	2				2
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  21 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	5 - Not Transgend	der		2		1	1		1	2	1	3	1	2
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  221 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	5 - Not Transgence 2 2	der	2	2 2 7	1	1						3 6	1 9	2 2 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  121  Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transgenc 2 2 2	der : : :ion Pro	2	2 2 7	1		1		1 2	2 5	1 12	3 6 1	1 9 1	2 2 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  21 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	- Not Transgenc 2 2 2	der : : :ion Pro	2	2 2 7	1	1	1		1	2	1	3 6 1	1 9	2 2 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  121  Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program	- Not Transgenc 2 2 2	der : : :ion Pro	2	2 2 7	1		1		1 2	2 5	1 12	3 6 1	1 9 1	2 2 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  1221  Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks	- Not Transgenc 2 2 2	der : : :ion Pro	2	2 2 7	1		1		1 2	2 5	1 12	3 6 1 5	1 9 1	2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  221 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChec	der : : :ion Pro	2	2 2 7	1 1		1 1		1 2	2 5 5	1 12	3 6 1 5 1	1 9 1	2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  021  Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2	der : : :ion Pro	2	2 2 7	1 1		1 1 1		1 2	2 5 5	1 12	3 6 1 5	1 9 1	2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  221  Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1		1 1		1 2	2 5 5	1 12	3 6 1 5 1 1	1 9 1	2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  021  Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1		1 1 1		1 2	2 5 5	1 12	3 6 1 5 1	1 9 1	2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  021  Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1		1 1 1		1 2	2 5 5	1 12	3 6 1 5 1 1	1 9 1	2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  021  Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1		1 1 1		2	2 5 5	1 12	3 6 1 5 1 1	1 9 1	2 2 3 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1		1 1 1		2	2 5 5	1 12	3 6 1 5 1 1 1	1 9 1	33
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1 1 1		1 1 1		2	2 5 5	1 12	3 6 1 5 1 1 1	1 9 1	2 2 2 3 3 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	- Not Transgence 2 2 2 - TSA Applicati - TSA PreChece 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	der ; ; ; ion Pro	2 2 ogram	2 2 7 7	1 1		1 1 1		2	2 5 5	1 12	3 6 1 5 1 1 1 1	1 9 1	2 2 3 3 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Car	- Not Transgence 2 2 2 2 - TSA Applicati - TSA PreCheck 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	der :: ion Prock	2 2 ogram on or Che	2 2 7 7	1 1 1 1		1 1 1		2	2 5 5	1 12	3 6 1 5 1 1 1 1 1 1	1 9 1	33
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach  2021  Civil Rights Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	- Not Transgence 2 2 2 2 - TSA Applicati - TSA PreCheck 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	der :: ion Prock	2 2 ogram on or Che	2 2 7 7	1 1 1 1		1 1 1		2	2 5 5	1 12	3 6 1 5 1 1 1 1	1 9 1	

10-Oct												
10-001	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
1	2					1	1	2	1	1	1	1
tems - Carry	1					1		1				
tems - Check	red							1		1	1	
n 1	1						1		1			
	1				2	1			1	1		
					1					1		
	1				1	1			1			
24	18	18	13	18								9
		2										
y- Not Transo	gender	1										
		1										
	1	1	1									
	1	1	1									
20	15	12	5	17								6
n - DoD	1											
n 1	2											
n 19	12	12	5	16								6
n - TSA/DHS	Employees	s - Opt In		1								
1												
1												
		1										
naged/Missir	ng ItemsC	1										
			3									
			2									
			1									
	1		1									
Medical Devi	ces		1									
version (pair	1											
3		2	2	1								
tems - Carry	-On	1										
n 1		1										
n 2			2	1								
	1		1									
ייי	y- Not Transo  20 n - DoD n 19 n - TSA/DHS 1 1 maged/Missin  Medical Devi	ttems - Carry	Items - Carry 1 Items - Carry 1 Items - Checked In 1 1 In	Items - Carry 1 Items - Carry 1 Items - Checked In 1 1 In	Items - Carry 1 Items - Checked    1	Items - Carry 1 Items - Checked In 1 1 2 Items - Checked In 1 1 2 Items - Checked In 1 1 1 2 Items - Checked In 1 1 1 1 1 1 Items - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Items - Carry 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Items - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Items - Carry 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Items - Carry 1 1 1 1 1	Items - Carry	Tems - Carry

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDY						1			1				2
2021						1			1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program	- TSA Appli	ication Prog	ıram 💮 💮						1				1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	gage		1							1

Cotomorios	1001		SA Contac										
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	248	270	295	279	327	152	145	184	209	214	289	244	2,856
2019				52	68	80	73	95	92	95	92	90	737
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Fly	er								1				1
Civil Rights				2		5	2	5	4	3	1	5	27
Civil Rights - Age				1						1		1	3
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimina	ı ation					1		2	2	1		2	8
Civil Rights - Sex/Gender/Gender Identity		nder				1	1	1		1	1		6
Civil Rights - Transgender Screening	I	iluci				1	1	1	2	- '	- 1	1	5
				0	40		20			40	04		
Customer Service				8	13	8	20	15	23	13	21	25	146
Customer Service - Others					1	1	1		1		2		7
Customer Service - TSO				8	12	7	19	15	22	13	19	24	139
Locks				3	6	7	2	1	4	3	4	5	35
Locks - Missing or Damaged Lock				3	6	7	2	1	4	3	4	5	35
Lost and Found				2			1	2	2	1	2		10
Lost and Found - Airport/TSA				2			1	2	2	1	2		10
Mishandling of Passenger Property				11	10	12	11	17	18	20	23	21	143
		. Idamaa . C			10	12	- 11	17			23		
Mishandling of Passenger Property - Dam								10	2	2			10
Mishandling of Passenger Property - Dam				8	9	9	8	12	15	16	17	16	110
Mishandling of Passenger Property - Dam	naged/Missing	ItemsU	nspecified L	uggage							1		1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked	3	1	2	3	5	1	2	3	2	22
Patdown				2	5	4	4	9	3	9	4	2	42
Patdown - Children										1			1
Patdown - Flyer				1	5	2	3	9	3	6	4	2	35
•				- 1	3		3	J	3	2	4		
Patdown - Flyer as Observer						2				2			4
Patdown - Non-Flyer				1			1						2
Persons w/ Disabilities (PWD)				1	2	9	9	4	7	6	3	5	46
Persons w/ Disabilities (PWD) - Autism S	pectrum						1			1			2
Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not E	Breast Car	ncer						1				1
Persons w/ Disabilities (PWD) - Cognitive					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes		1101 / 11101110	a. D.oabiiity				1	1			1		3
Persons w/ Disabilities (PWD) - General						1	1	'		1	- '		3
	Andinal Davis				4	- 1			4	ı.		4	
Persons w/ Disabilities (PWD) - Internal N					1		1		1			1	4
Persons w/ Disabilities (PWD) - Medical I												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary N	<b>l</b> edication	and Medica	al Supplies			1			2			3
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheelcha	air or Scoote	er)		3		2		2	2		9
Persons w/ Disabilities (PWD) - Ostomy/0									1				1
Persons w/ Disabilities (PWD) - Respirato		r Fauinme	ent			1						1	2
Persons w/ Disabilities (PWD) - Service A		. Equipino		1									1
				<u> </u>			4						
Persons w/ Disabilities (PWD) - Touch Av	- "						1		•				1
Persons w/ Disabilities (PWD) - Wheelcha		Segway				2	2	1	3			1	9
Persons w/ Disabilities (PWD) - Wounded	Warrior					1							1
Property - Special Handling				11	13	14	18	14	13	28	16	22	149
Property - Special Handling - Damaged It	ems - Carry-C	)n		1	3	1	1	1	1	1	2	1	12
Property - Special Handling - Damaged It	ems - Checke	d		3	2	3	5	3	3	5	3	6	33
Property - Special Handling - Missing Iten				2	4	2	2	5	1	7	5	7	35
Property - Special Handling - Missing Iten				5	4	8	10	5	8	15	6		69
Request for Assistance	is - Checked			3	- 4	1	10	3	0			0	
										2			4
Request for Assistance - Other						1				2	1		4
Screening				12	19	20	6	28	17	10	17	5	134
Screening - Children					1								1
Screening - Crew Member or Airline Empl	loyee										1		1
Screening - Inconsistency					1	1	1			1	1		5
Screening - Lengthy Lines				1	4	7	1	8	5		2		28
Screening - Procedures/Process				9	13	11	3	20	11	8	12		92
Screening - Procedures/Process  Screening - Retrieving Abandoned/Confis	cated Itama			1	13	- 11		20	11	8	12	J	
	l cared Hellis						1						2
Screening - Security Breach				1		1			1	1	1		5
2020	82	68	101	75	73	36	16	18	32	31	62	40	634
Advanced Imaging Technology (AIT)	1				1								2
Advanced Imaging Technology (AIT) - Fly	1												1
Advanced Imaging Technology (AIT) - Fly	er as Observ	er			1								1
Civil Rights	6	1	5	2	2	1	1				3	1	22
Civil Rights - Constitutional Rights	Ü	1	1			1	- '				3	1	1
			I I										
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimina		1	1	1			1				1	1	10
Civil Rights - Screening of Religious or Cu	ultural Garme	nts				1							1
Civil Rights - Sex/Gender/Gender Identity			1	1									4
Civil Rights - Transgender Screening	_		1	•	2						1		4
Customer Service	15	12	15	25	11	4	1	4	4	5		5	107
		12	10	20	- 11	4	1	4	4	3	0	J	
Customer Service - Others	4				4.4					_	_	_	4
Customer Service - TSO	11	12	15	25	11	4	1	4	4	5			103
Locks	7	5	6	5	4	1				2			37
Locks - Missing or Damaged Lock	7	5	6	5	4	1				2	6	1	37
Lost and Found		1	1	1	1				1		1		6
Lost and Found - Airport/TSA		1	1	1	1				1		1		6
Mishandling of Passenger Property	21	12	35	11	13	12	4	3	11	11	14	12	159
		12			13	12	4	3	11	11			
Mishandling of Passenger Property - Dam			4	2							2		11
Mishandling of Passenger Property - Dam		10	24	7	10	7	3	2	8	10			115
Mishandling of Passenger Property - Disa	5	2	7	2	3	5	1	1	3	1	2	1	33
Notice of Violation/Civil Penalties												1	1

		TSA	Contact C	enter (TCC	C) Data Too	I - FOIA							
ries	10-Oct '	11-Nov 12	2-Dec 0	1-Jan 0	2-Feb 03	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - Gener												1	
Patdown	1	2	3	3		1	1	1	1		1		
Patdown - Flyer	1	2	3	3		1	1	1	1		1		
Persons w/ Disabilities (PWD)	5	9	2	6	4	2		1	1	1	5	2	
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1	1										
Persons w/ Disabilities (PWD) - Diabetes				1		1							
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dres	sings/Masks									1		
Persons w/ Disabilities (PWD) - General	1	3								1	1		
Persons w/ Disabilities (PWD) - Hearing I	mnairment					1							
` /			d Maratia		4			4					
Persons w/ Disabilities (PWD) - Medically		edication and	iviedic	2	1			1					
Persons w/ Disabilities (PWD) - Metal Imp	0 /				1								
Persons w/ Disabilities (PWD) - Mobility D		4	1								2	1	
Persons w/ Disabilities (PWD) - Ostomy/0	1				1								
Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler	Equipment										1	
Persons w/ Disabilities (PWD) - Service A	1										1		
Persons w/ Disabilities (PWD) - Touch Av		1			1				1				
Persons w/ Disabilities (PWD) - Wheelcha		3		3									
Prohibited & Permitted Items	all/ Occobiel/	- 3		3								2	
Prohibited & Permitted Items - Firearm/Ar												1	
Prohibited & Permitted Items - Food/Beve	rages											1	
Property - Special Handling	11	13	17	16	24	4	5	6	9	8	17	10	
Property - Special Handling - Damaged Ite	1		1	1				1	1		3	2	
Property - Special Handling - Damaged Ite	3	5	6	5	10	1	1	3	1	3	5	1	
Property - Special Handling - Missing Item	3		2	1	5	2	1	2	2	1	1	4	
Property - Special Handling - Missing Item	4	8	8	9	9	1	3	_	5	4	8	3	
1 7 1	4	0	0		9		3		5	4	0	3	
Request for Assistance				1		1							
Request for Assistance - Other				1		1							
Screening	15	13	17	5	13	10	4	3	5	4	9	6	
Screening - Crew Member or Airline Empl	oyee					1	1		1				
Screening - Inconsistency	1	1				1				1			
Screening - Lengthy Lines	4		2	2	4								
Screening - Procedures/Process	10	11	10	3	9	6	3	3	4	2	9	5	
				3	9		3	3	4		9	3	
Screening - Retrieving Abandoned/Confis	cated Items	1	1			1							
Screening - Security Breach			4			1				1		1	
21	49	35	25	32	26	36	56	71	85	88	135	114	
Airline					1								
Airline - Policy/Regulations/Service					1								
Civil Rights		1	2	1		2	1	4	5	3	5	3	
Civil Rights - Constitutional Rights									1		1		
Civil Rights - Hair Patdowns									1		1		
	ation		2	- 4				0		4		2	
Civil Rights - Racial Profiling or Discrimina		1	2	1				2	1	1	2	3	
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder				1	1	2	2	2	1		
Civil Rights - Transgender Screening						1							
Customer Service	8	6	10	17	7	9	10	17	14	18	24	23	
Customer Service - CSM		1											
Customer Service - Others					1	1							
Customer Service - TSO	8	5	10	17	6	8	10	17	14	18	24	23	
			10	.,,			10			10	1	20	
Duplicate E-mail													
Duplicate E-mail - General						_	47	10		0.4	1		
Expedited Passenger Screening Program			2	1	1	7	17	18	38	34	69	63	
Expedited Passenger Screening Program							1				1		
Expedited Passenger Screening Program	- TSA Applica	tion Program	1				2	3	4		7	4	
Expedited Passenger Screening Program	- TSA PreChe	ck	2	1	1	7	14	15	34	34	60	59	
Expedited Passenger Screening Program											1		
Hazardous Materials Safety	TO, VELIC E	iipioyooo o	PEIII			1							
•													
Hazardous Materials Safety - General						1							
HAZMAT Endorsement												1	
HAZMAT Endorsement - General												1	
Identification (ID) Requirements										1	1		
Identification (ID) Requirements - Domest	c										1		
Identification (ID) Requirements - ID Matc		d Boarding P	ass Issues							1			
Locks	3	1	400 100400								1	1	
	3	ı									1		
Locks - General	_										1		
Locks - Missing or Damaged Lock	3	1										1	
Lost and Found	1		1				1			2		1	
Lost and Found - Airport/TSA	1		1				1			2		1	
Mishandling of Passenger Property	8	10	3	3	3	3	3	5	4	2	4	2	
Mishandling of Passenger Property - Dam		1	2					3			1	1	
Mishandling of Passenger Property - Dam		7	1	3	2	2	3	2	3	2			
							3		3				
Mishandling of Passenger Property - Dam			ecified Lug	gage	1								
Mishandling of Passenger Property - Disa	3	2				1			1		1	1	
No Jurisdiction				2	2		1	2			1		
No Jurisdiction - No Referral					1								
No Jurisdiction - Refer to CBP				1	1								
No Jurisdiction - Refer to FAA				•				1					
No Jurisdiction - Refer to Other				1			1	1			1		
Patdown	3				1	1	2	3	3	2		1	
Patdown - Flyer	2				1	1	2	3	3	1		1	
Patdown - General										1			
Patdown - Non-Flyer	1												
•	3			1		2			2	^		2	
Persons w/ Disabilities (PWD)				1		3	4	4	3	9	4	3	
Persons w/ Disabilities (PWD) - Autism S							1						
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental D	isability					1					
Persons w/ Disabilities (PWD) - Diabetes						1				1		2	
(/													

Property - Special Handling - Damaged It       4       4       1       1       2       5       2         Property - Special Handling - Missing Iten       7       1       2       3       2       4       3         Property - Special Handling - Missing Iten       4       5       2       1       3       6       5       2         Request for Assistance         1         Request for Assistance - Other         1         Screening       7       6       4       4       8       3       11       3       5       8       1         Screening - Inconsistency       1       1       1       1       1       2       1       1       1         Screening - Lengthy Lines       7       5       3       3       7       3       5       1       5       5         Screening - Procedures/Process       7       5       3       3       7       3       5       1       5       5         Screening - Retrieving Abandoned/Confiscated Items         2022       17       167       169	3 3 1 2
Persons w Disabilities (PWD) - Internal Medical Devices - Attached to the Body	1 1 1 9 3 3 3 1 1
Persons w/ Disabilities (PWD) - Medicall Devices - Attached to the Body	1 1 1 9 3 3 3 1 1
Persons w/ Disabilities (PWD) - Modility Disability (Not Wheelchair or Scoot	1 1 1 9 3 3 3 1 1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scool 1	1 1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Service Animals	1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Visual Impairment   1	1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Wheelch   1	1 9 3 3 3 1 1 2
Persons w/ Disabilities (PWD) - Wheelch   1	1 9 3 3 3 1 1 2
Prohibited & Permitted Items - Firearm/Ammunition         1         1         1         1         1         2           Prohibited & Permitted Items - Firearm/Ammunition         1	1 9 3 3 3 1 1 2
Prohibited & Permitted Items - Firearm/Ammunition   1	1 9 3 3 3 1 2
Prohibited & Permitted Items - Food/Beverages	9 3 3 1 1 2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects   1	9 3 3 1 1 2
Prohibited & Permitted Items - Lighters/Matches   1	9 3 3 1 1 2
Property - Special Handling	3 3 1 2
Property - Special Handling - Damaged It	3 3 1 2
Property - Special Handling - Damaged Ite	3 1 2
Property - Special Handling - Missing Item   7	1 2
Property - Special Handling - Missing Item         4         5         2         1         3         6         5         2           Request for Assistance         1         - <td>2</td>	2
Request for Assistance	
Request for Assistance - Other	6
Screening         7         6         4         4         8         3         11         3         5         8         1           Screening - Inconsistency         1         1         1         1         2         1         1         1           Screening - Lengthy Lines         4         1         2         4         1         2         1         2         1         1         2         1         1         2         1         1         5	6
Screening - Inconsistency	6
Screening - Lengthy Lines         4         1         2           Screening - Procedures/Process         7         5         3         3         7         3         5         1         5         5           Screening - Retrieving Abandoned/Confiscated Items         1           022         117         167         169         120         160           Airline - Policy/Regulations/Service         1           Airline - Policy/Regulations/Service         1           Civil Rights         7         4         1         3	
Screening - Lengthy Lines         4         1         2           Screening - Procedures/Process         7         5         3         3         7         3         5         1         5         5           Screening - Retrieving Abandoned/Confiscated Items         1           022         117         167         169         120         160           Airline - Policy/Regulations/Service         1           Airline - Policy/Regulations/Service         1           Civil Rights         7         4         1         3	
Screening - Procedures/Process         7         5         3         3         7         3         5         1         5         5           Screening - Retrieving Abandoned/Confiscated Items           0022         117         167         169         120         160           Airline         1         4         1         4         1         4         1         3         1	1
Screening - Retrieving Abandoned/Confiscated Items   167	5
022         117         167         169         120         160           Airline         1         1           Airline - Policy/Regulations/Service         1         1           Civil Rights         7         4         1         3	3
Airline         1           Airline - Policy/Regulations/Service         1           Civil Rights         7         4         1         3	
Airline - Policy/Regulations/Service         1           Civil Rights         7         4         1         3	
Civil Rights 7 4 1 3	
Civil Bights Constitutional Bights 4	
Civil Rights - Constitutional Rights 1	
Civil Rights - Racial Profiling or Discriming 2 3 1 3	
Civil Rights - Screening of Religious or Cu 1	
Civil Rights - Sex/Gender/Gender Identity 2 1	
Civil Rights - Transgender Screening 1	
Claims 1 1	
Claims - General 1	
Claims - Status 1	
Customer Service 13 19 22 7 13	
Customer Service - Others 1	
Customer Service - TSO 13 18 22 7 13	
Expedited Passenger Screening Program 61 114 118 84 119	
Expedited Passenger Screening Program - Children Under 12 1	
Expedited Passenger Screening Program - DoD 2 1 2 1	
Expedited Passenger Screening Program 5 13 10 8 4	
Expedited Passenger Screening Program 56 98 107 74 111	
Identification (ID) Requirements 1 2 1	
Identification (ID) Requirements - Domest 1 2	
Identification (ID) Requirements - Minors Domestic 1	
Locks 1 1 1 1	
Locks - Missing or Damaged Lock 1 1 1	
Lost and Found 1	
Lost and Found - Airport/TSA 1	
Mishandling of Passenger Property 6 3 2 5 4	
Mishandling of Passenger Property - Dam 2 1 1 1 1	
Mishandling of Passenger Property - Damaged/Missir 2 1 4 1	
No Jurisdiction 1 2 1 2	
No feet effective Districts ODD	
No Jurisdiction - Refer to CBP 1 2	
No Jurisdiction - Refer to Other 1 1 1	
No Jurisdiction - Refer to Other 1 1 1	
No Jurisdiction - Refer to Other         1         1         1           Patdown         2         1         1         1	
No Jurisdiction - Refer to Other         1         1         1           Patdown         2         1         1         1           Patdown - Flyer         2         1         1         1	
No Jurisdiction - Refer to Other         1         1         1           Patdown         2         1         1         1           Patdown - Flyer         2         1         1         1           Patdown - General         1         1         1           Persons w/ Disabilities (PWD)         5         3         7         1	
No Jurisdiction - Refer to Other       1       1       1         Patdown       2       1       1       1         Patdown - Flyer       2       1       1       1         Patdown - General       1       1       1         Persons W/ Disabilities (PWD)       5       3       7       1         Persons w/ Disabilities (PWD) - Cognitive       1       1	
No Jurisdiction - Refer to Other       1       1       1         Patdown       2       1       1       1         Patdown - Flyer       2       1       1       1         Patdown - General       1       1       1         Persons w/ Disabilities (PWD)       5       3       7       1         Persons w/ Disabilities (PWD) - Cognitive       1       1         Persons w/ Disabilities (PWD) - Diabetes       1       1	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
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No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	
No Jurisdiction - Refer to Other	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3											4
Screening - Procedures/Process	6	5	6	5	10								32
Screening - Retrieving Abandoned/Confis	cated Items	1											1

					) Data Tool								
gories						-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
3	26	33	27	29	34	34	30	15	34	27		19	341
2019				5	12	15	19	8	16	10	14	6	105
Civil Rights						1			1				2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimina	ition								1				1
Customer Service				2	6	4	9	1	7	5	3	1	38
Customer Service - Others					2	1	2		4	1			10
Customer Service - TSO				2	4	3	7	1	3	4	3	1	28
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property				1	1	2			2		2	1	9
Mishandling of Passenger Property - Dama				1	1	1						1	4
Mishandling of Passenger Property - Dama				Э		1			1		1		3
Mishandling of Passenger Property - Disar	rayed ItemsC	Carry-on or 0	Checked						1		1		2
Patdown				1	1	1				1	3	1	8
Patdown - Flyer				1	1	1				1	3	1	8
Persons w/ Disabilities (PWD)				1	1	1	2	1	1	1	1	1	10
Persons w/ Disabilities (PWD) - Autism Sp	ectrum						1		1				2
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	isability							1	1		2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing In	npairment						1						1
Persons w/ Disabilities (PWD) - Mobility D		/heelchair o	r Scooter)			1		1					2
Persons w/ Disabilities (PWD) - Wheelcha			,	1								1	2
Property - Special Handling		3)				3	5	2	1	1	2		14
Property - Special Handling - Damaged Ite	ms - Carry-On						2						2
Property - Special Handling - Missing Item						2	1		1		2		6
Property - Special Handling - Missing Item						1	2	2	1	1			6
Request for Assistance	o oncoreu				1					- 1			1
Request for Assistance - Other					1								1 4
						0	2	A	2	^		0	1
Screening Longthy Lines					2	2	3	4	3	2		2	21
Screening - Lengthy Lines						_		1		2			4
Screening - Procedures/Process	and the con-				2	2	3	2	3		2	2	16
Screening - Retrieving Abandoned/Confisc								1				_	1
2020	10	11	18	12	4	12	1	2	4	7	3	6	90
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	3	3	6	2	2	4		1	2	3		3	31
Customer Service - Others				1	1					1			3
Customer Service - TSO	3	3	6	1	1	4		1	2	2	2	3	28
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2	1	1		1		1		2			8
Mishandling of Passenger Property - Dama	aged/Missing It	tems Private	e Scree	1						2			3
Mishandling of Passenger Property - Dama	aged/Missii	1	1			1		1					4
Mishandling of Passenger Property - Disar	rayed Item	1											1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)	2	1	3	1	2	2							11
Persons w/ Disabilities (PWD) - Autism Sp			-	1									1
Persons w/ Disabilities (PWD) - Cognitive		al /Mental D	isability			1							1
Persons w/ Disabilities (PWD) - General		1				•							1
Persons w/ Disabilities (PWD) - Medical [	1	•											1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	Medical Su	innlies	1	1							2
Persons w/ Disabilities (PWD) - Metal Imp		_,oution and	1	- P.1.00	1								2
Persons w/ Disabilities (PWD) - Metal Imp	. ,	/heelch	1		1								1
Persons w/ Disabilities (PWD) - Mobility D			1										1
	Amputees and	u UdSIS	1										
Persons w/ Disabilities (PWD) - Respirate	1			2		-	4					4	1
Property - Special Handling			2	3		1	1		2	2		1	12
Property - Special Handling - Damaged Ite			4	1						1			2
Property - Special Handling - Damaged Ite			11			1							2
Property - Special Handling - Missing Item			1	1			1			1			4
	s - Checked			1					2			1	4
Property - Special Handling - Missing Item		4	5	4		4					1	2	24
Property - Special Handling - Missing Item Screening	4	- 4											1
Property - Special Handling - Missing Item Screening Screening - Children	4	4		1									1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo	4	4		1								1	
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency	4 Dyee	7		1								1 1	1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines	4 byee 2	1											1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency	4 Dyee		5	3		4					1		1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines	4 byee 2	1	5			4					1		1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	2 1	1	5		2	4	10	5	14	10			1 3 17
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	2 1 1	1 3		3	<b>2</b>		<b>10</b> 3	<b>5</b>	<b>14</b> 1	10		1	1 3 17 1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	2 1 1	1 3	1	3						10		1	1 3 17 1 88
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	2 1 1	1 3	<b>1</b>	3						10		1	1 3 17 1 <b>88</b> 8
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Civil Rights Civil Rights - Hair Patdowns	4 poyee 2 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 3 8	<b>1</b>	3	1		3	1		10		1	1 3 17 1 <b>88</b> 8
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	4 poyee 2 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 3 8	<b>1</b>	3 4 1	1		3	1	1	10	16	1	1 3 17 1 <b>88</b> 8 1 5
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	4 poyee 2 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 3 <b>8</b>	<b>1</b>	3 4 1	1	7	3	1	1		<b>16</b>	7	1 3 17 1 88 8 1 5 2
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	4 poyee 2 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1 3 <b>8</b> der 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 1 2	1 1 3	3	<b>16</b> 5 5	7 2	1 3 17 1 88 8 1 5 2 28
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program	4  pyee  2 1 1 4  tition Not Transgeno	1 3 <b>8</b> der 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 2 2	1 3 3	3 3	<b>16</b> 5 5	7 2	1 3 17 1 88 8 1 5 2 28 28
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	4  pyee  2 1 1 4  tition  Not Transgeno	1 3 8 8 der 5 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 2 2 1	1 3 3 3 1	3 3 1	16 5 5 2	7 2	1 3 17 1 88 8 1 5 2 28 28 7
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	4  pyee  2 1 1 4  tition  Not Transgeno	1 3 8 8 der 5 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 2 2	1 1 3 3 3 1 2	3 3	16 5 5 2	7 2	1 3 17 1 88 8 1 5 2 28 28 7 1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	2 1 1 4 stion Not Transgend - DoD - TSA PreChec	1 3 8 8 der 5 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 2 2 1	1 1 3 3 3 1 2	3 3 1	16 5 5 2	7 2	1 3 17 1 88 8 1 5 2 28 28 28 7 7 1 6
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements	2 1 1 4 stion Not Transgend - DoD - TSA PreChec	1 3 8 8 der 5 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 2 2 1	1 1 3 3 3 1 2	3 3 1	16 5 5 2	7 2	1 3 17 1 88 8 1 5 2 28 28 28 7 1 6
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights - Ratir Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestit Lost and Found	2 1 1 4 stion Not Transgend - DoD - TSA PreChec	1 3 8 8 der 5 5	<b>1</b>	3 4 1	1	<b>7</b>	3 3	1 2 2 1	1 1 3 3 3 1 2	3 3 1	16 5 5 2 2 2 1	7 2	1 3 17 1 88 8 1 5 2 28 28 7 1 6 1 1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights - Retrieving Abandoned/Confis Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domesti Lost and Found Lost and Found - Airport/TSA	2 1 1 4 stion Not Transgend - DoD - TSA PreChec	1 3 8 8 der 5 5	<b>1</b>	3 4 1	1	<b>7</b> 5 5	3 3	1 2 2 1	1 3 3 3 1 2 1	3 3 1	16 5 5 2	7 2	1 3 17 1 88 8 1 5 2 28 28 7 1 6 1 1 1
Property - Special Handling - Missing Item Screening Screening - Children Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2021 Civil Rights - Ratine Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domestit Lost and Found	4  byee  2 1 1 4  whition Not Transgeno - DoD - TSA PreChec	1 3 8 8 der 5 5	1 1 1	3 <b>4</b> 1 1 2 2 2	1	<b>7</b>	3 3	1 2 2 1	1 1 3 3 3 1 2	3 3 1	16 5 5 2 2 2 1	7 2	1 3 17 1 88 8 1 5 2 28 28 7 1 6 1 1

		Т		ct Center (			١						
jories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction												1	
No Jurisdiction - Refer to Other												1	
Patdown							1			1	3		
Patdown - Children							1						
Patdown - Flyer										1	2		
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	1	1					1			2			
Persons w/ Disabilities (PWD) - Autism S	1												
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ached to the	e Body							1			
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	and Medic	al Supplies			1						
Property - Special Handling		1				1		1	1	2	2		
Property - Special Handling - Damaged It	ems - Carry	1							1	2			
Property - Special Handling - Damaged It		ed				1					1		
Property - Special Handling - Missing Iten	ns - Checked							1					
Screening	3	1		1			4		4	1	3	4	
Screening - Crew Member or Airline Emp												1	
Screening - Inconsistency	ľ						1						
Screening - Procedures/Process	3	1		1			3		3		2	3	
Screening - Retrieving Abandoned/Confis									1	1			
2022	12	14	8	8	16								
Airline		1			1								
Airline - Policy/Regulations/Service		1			1								
Civil Rights		1	1		1								
Civil Rights - Age		1											
Civil Rights - Racial Profiling or Discrimin	ation		1		1								
Claims		1											
Claims - Status		1											
Customer Service		2	1		2								
Customer Service - TSO		2	1		2								
Expedited Passenger Screening Program	6	6	4										
Expedited Passenger Screening Program				1	1								
Expedited Passenger Screening Program		6	4										
Locks	0	1		J	0								
Locks - Missing or Damaged Lock		1											
Lost and Found	1	- 1											
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	1	1											
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Dam		- 1											
Patdown	2	1		2	1								
Patdown - Children		1			1								
	1	- 1		1	1								
Patdown - Flyer	1			1	1								
Patdown - Flyer as Observer Patdown - General	<u>'</u>			1									
				1									
Persons w/ Disabilities (PWD)	1 Naccessan / 1	Andin-H-	and Marill	al Cumulton	1								
Persons w/ Disabilities (PWD) - Medically		viedication	and Medic	aı Supplies	1								
Persons w/ Disabilities (PWD) - Mobility [	1												
Property - Special Handling		2	1		1								
Property - Special Handling - Damaged It		Jn	1										
Property - Special Handling - Missing Iten					1								
Screening	1		1										
Screening - Procedures/Process	1		1	2									

gories		107	Contact	enter (100	) Data Too	- FUIA							
	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
0	191	229	196	195	267	108	87	94	145	152	189	165	2,018
2019				51	52	58	61	59	65	60	76	51	533
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flye	er							1					1
Civil Rights				9	4	1	2	1	2	7	7	2	35
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Headwear				1							1		1
ŭ .				4					4		1		
Civil Rights - National Origin	£			1					1				3
Civil Rights - Racial Profiling or Discrimina				1	2	1		1	1	3	2	2	13
Civil Rights - Screening of Religious Cultu							1						1
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	der		3	2		1			2	3		11
Civil Rights - Transgender Screening				2						1			3
Customer Service				13	13	17	27	14	25	14	25	11	159
Customer Service - Others						1	1		2		1	1	6
Customer Service - TSO				40	40			4.4					
				13	13	16	26	14	23	14	24	10	153
Locks				1	1	5		4	4	5	6	3	29
Locks - General						1							1
Locks - Missing or Damaged Lock				1	1	4		4	4	5	6	3	28
Lost and Found					1	1					3		5
Lost and Found - Airport/TSA					1	1					3		5
				7		7	- 6		6	10	5	10	66
Mishandling of Passenger Property	1/8 41 1 1				6		6	5	6	12		12	
Mishandling of Passenger Property - Dam				5	2	6	3	1	2	5	2	5	31
Mishandling of Passenger Property - Dam	aged/Missing If	temsCarry	-on Lug	1			1	1					3
Mishandling of Passenger Property - Dam	aged/Missing If	temsChec	ked Bagga	ge	1	1	2	2	2	5	2	7	22
Mishandling of Passenger Property - Disar				1	3			1	2	2	1		10
Patdown	,	,		3	5	2	4	4	3	3	5	5	34
				3	5								
Patdown - Flyer						2	4	4	3	3	5	5	34
Persons w/ Disabilities (PWD)				3	3	4	1	3	4	6	2	2	28
Persons w/ Disabilities (PWD) - Autism Sp	ectrum			1									1
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	isability			1							1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dress	sings/Masks										1	1
Persons w/ Disabilities (PWD) - General		3			1		1	1					3
` '	nnairmant				'								
Persons w/ Disabilities (PWD) - Hearing Ir										2			2
Persons w/ Disabilities (PWD) - Medically		dication an	d Medical S	upplies							1		1
Persons w/ Disabilities (PWD) - Metal Imp	iants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W	Vheelchair o	or Scooter)		2				1	2			5
Persons w/ Disabilities (PWD) - Ostomy/C	stomates									1			1
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Touch Ave		uma)							1			1	2
. ,		uilia)											
Persons w/ Disabilities (PWD) - Visual Imp						1							1
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	gway		2		1			2		1		6
Property - Special Handling				8	3	7	8	10	5	3	8	4	56
Property - Special Handling - Damaged Ite	ms - Carry-On			1		1	1	1			2	1	7
Property - Special Handling - Damaged Ite					1	2	3	3	1	1	2		13
Property - Special Handling - Missing Item				2	1	1	1	2	2		2	3	14
Property - Special Handling - Missing Item				5	1	3	3	4	2	2			22
	5 - Checked			3									
Request for Assistance					1						1		2
Request for Assistance - Other					1								1
Request for Assistance - Wounded Warrio	r (MSIJSOC)										1		1
Screening				7	15	14	13	17	16	10	14	12	118
Screening - Inconsistency						1	2			1		1	5
Screening - Lengthy Lines					2	3		2	2	3	3	1	
Screening - Lengthy Lines				_				_		3			16
Caraaning Draaduras/Draaca								4.4	40	_			
Screening - Procedures/Process				7	11	9	11	14	13	5	10	6	86
Screening - Retrieving Abandoned/Confisc	ated Items			/		1	11					6 1	86 3
Screening - Retrieving Abandoned/Confiso Screening - Security Breach	ated Items			/	2			1	1	1	10	6	86 3
Screening - Retrieving Abandoned/Confisc Screening - Security Breach	cated Items	49	58	55			4				10	6 1	16 86 3 8 356
Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020		<b>49</b>	<b>58</b>		2	1		1	1	1	10 1	6 1 3	86 3 8 <b>356</b>
Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights	<b>47</b> 3			55	2 <b>53</b>	33		1	1 11	1 13	10 1	6 1 3	86 3 8 <b>356</b> 16
Screening - Retrieving Abandoned/Confisc Screening - Security Breach 2020 Civil Rights Civil Rights - Age	47			<b>55</b>	2 <b>53</b>	33		1	1 11	1 13	10 1	6 1 3	86 3 8 <b>356</b> 16
Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	<b>47</b> 3			55	2 <b>53</b> 4	33		1	1 11	1 13	10 1	6 1 3	86 3 8 <b>356</b> 16 1
Screening - Retrieving Abandoned/Confist Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - Headwear	<b>47</b> 3	1	2	<b>55</b>	2 <b>53</b> 4	33		1	1 11 1	1 <b>13</b> 2	10 1 13	6 1 3	86 3 8 <b>356</b> 16 1 1
Screening - Retrieving Abandoned/Confist Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina	<b>47</b> 3 1	1		<b>55</b>	2 53 4	33 1		1	1 11	1 13	10 1 13	6 1 3	86 3 8 <b>356</b> 16 1 1 1
Screening - Retrieving Abandoned/Confist Screening - Security Breach  2020  Civil Rights  Civil Rights - Age  Civil Rights - Constitutional Rights  Civil Rights - Headwear	<b>47</b> 3 1	1	2	<b>55</b>	2 <b>53</b> 4	33		1	1 11 1	1 <b>13</b> 2	10 1 13	6 1 3	86 3 8 356 16 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity-	<b>47</b> 3 1	1	2	<b>55</b> 2	2 53 4	33 1		1	1 11 1	1 <b>13</b> 2	10 1 13	6 1 3	86 3 8 <b>356</b> 16 1 1 1
Screening - Retrieving Abandoned/Confist Screening - Security Breach  2020 Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	47 3 1 Not Transgeno	1 1 der	2	<b>55</b> 2 1	2 53 4	33 1		1	1 11 1	1 13 2	10 1	6 1 3 16	86 3 8 356 16 1 1 1 9 3
Screening - Retrieving Abandoned/Confist Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	<b>47</b> 3 1	1 1 der	2 2	55 2 1	2 53 4 1 2 1	33 1	4	1	1 11 1	1 <b>13</b> 2	10 1	6 1 3 16	86 3 8 356 16 1 1 1 1 9 3 1 83
Screening - Retrieving Abandoned/Confist Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	47 3 1 Not Transgeno 1	1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	1	1 1 1	1 13 2 2	10 1 13	6 1 3 16	86 3 8 356 16 1 1 1 1 9 3 1 83
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	47 3 1 Not Transgeno	1 1 der	2 2	55 2 1	2 53 4 1 2 1	33 1	4	1	1 11 1	1 13 2	10 1 13	6 1 3 16	86 3356 16 11 1 1 1 9 3 3 1 1 83 7
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed	47 3 1 Not Transgeno 1	1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	1	1 1 1	1 13 2 2	10 1 13 2 2 2	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 1 1 8 7 76
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	47 3 1 Not Transgeno 1	1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	1	1 1 1	1 13 2 2	10 1 13	6 1 3 16	86 3356 16 11 1 1 1 9 3 3 1 1 83 7
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed	47 3 1 Not Transgeno 1	1 der 13 2	2 2 12 2	55 2 1 1 1 10 1	2 53 4 1 2 1 15	1 33 1	1	1	1 1 1	1 13 2 2	10 1 13 2 2 2	6 1 3 16	86 3 8 8 356 16 11 1 1 1 1 1 9 3 3 1 1 83 7 7 766 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements	47 3 1 Not Transgeno 1 11	1 der 13 2 11	2 2 12 2 10	55 2 1 1 1 10 1 9	2 53 4 1 2 1 15	1 33 1 1 1 13	1	1	1 1 1	1 13 2 2	10 1 13 2 2 2	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 1 1 8 3 7 7 6
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Fransgender Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements	47 3 1 Not Transgeno 1 11 11	1 der 13 2 11	2 2 12 2 10	55 2 1 1 1 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 1 13	1	1	1 11 1 1 3 3 3	1 13 2 2 2	10 1 13 2 2 2 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 8 3 7 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matcl	47 3 1 Not Transgend 1 11 11 21 11 21 21 21 21 21 21 21 21 2	1 der 13 2 11 Boarding F 2	2 2 12 2 10	55 2 1 1 10 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	1	1 11 1 1 3 3 3 1	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 1 1 83 7 76 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements - ID Matci Locks Locks - Missing or Damaged Lock	47 3 1 Not Transgeno 1 11 11	1 der 13 2 11	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 1 13	1	1	1 11 1 1 3 3 3	1 13 2 2 2	10 1 13 2 2 2 1	6 1 3 16	86 3 8 356 16 1 1 1 1 1 9 3 3 7 7 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock	47 3 1 Not Transgend 1 11 11 21 11 21 21 21 21 21 21 21 21 2	1 der 13 2 11 Boarding F 2	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	1	1 11 1 1 3 3 3 1	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 8 8 356 16 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matcl Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	47 3 1 Not Transgend 1 11 11 21 ining Ticket and 2 2	1 der 13 2 11 Boarding F 2 2	2 2 12 2 10	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13	1	1	1 11 1 1 3 3 3 1 1 1	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	3 8 356 16 1 1 1 1 9 3 3 1 1 83 7 7 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock	47 3 1 Not Transgend 1 11 11 21 11 21 21 21 21 21 21 21 21 2	1 der 13 2 11 Boarding F 2	2 2 12 2 10	55 2 1 1 10 1 9	2 53 4 1 2 1 1 15 2 13	1 33 1 1 1 13	1	1	1 11 1 1 3 3 3 1	1 13 2 2 2 2	10 1 13 2 2 1 1	6 1 3 16	86 3 8 8 8 356 16 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening  Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matci Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	47 3 1 Not Transgend 1 11 11 21 ining Ticket and 2 2	1 der 13 2 11 Boarding F 2 2	2 2 12 2 10	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13 1 1	1 1	1 4	1 11 1 1 3 3 3 1 1 1	1 13 2 2 2 2	10 1 13 13 2 2 2 2 1 1 1	6 1 3 16	86 38 88 356 16 1 1 1 1 9 3 3 1 83 83 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	47 3 1 Not Transgeno 1 11 11 11 11 7 12 7 2	1 der 13 2 11 Boarding F 2 2	2 2 12 2 10 Pass Issues	55 2 1 1 10 1 9 4 4 4 1 1 7 3	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13	1 1	1 4	1 11 1 1 3 3 3 1 1 1 2 2	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1	1 1 1	86 3 8 8 356 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matci Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	47 3 1 Not Transgeno 1 11 11 11 22 7 2 aged/Missing It	1 der  13 2 11  Boarding F 2 2	2  12 2 10  Pass Issues  11 4 -on Luggag	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13	1 33 1 1 13 13 13	1 1	1 4	1 11 1 1 3 3 3 3 1 1 1 1 2 1 1	1 13 2 2 2 2 2	10 1 13 13 2 2 2 2 1 1 1	1 1 1 4	866 3 8 8 356 16 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matci Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 17 11 11 11 11 11 11 11 1	1 der 13 2 11 Boarding F 2 2	2 12 2 10 Pass Issues 11 4 Fron Luggag	55 2 1 1 10 1 9 4 4 4 1 1 7 3	2 53 4 1 2 1 15 2 13 4 4 4	1 33 1 1 13 13 1 1	1 1	1 4	1 11 1 1 3 3 3 1 1 1 2 2	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2	86 3 8 356 16 1 1 1 1 1 83 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Customer Service Customer Service - Others Customer Service - TSO  Flying Armed Flying Armed - General Identification (ID) Requirements - ID Matci Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA  Mishandling of Passenger Property Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 2 11 2 aged/Missing It 4 1	1 der  13 2 11  Boarding F 2 2  4 temsCarry 4	2 2 12 2 10 Pass Issues 11 4 4 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1	55 2 1 1 10 1 1 9	2 53 4 1 2 1 15 2 13 4 4 4 4	1 33 1 1 13 13 1 1 1 1 5 2	1 1	1 4	1 11 1 1 3 3 3 3 1 1 1 1 2 1 1	1 13 2 2 2 2 2	10 1 13 13 2 2 2 2 1 1 1	1 1 1 4 2 1	86 3 8 356 16 1 1 1 1 9 3 3 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Match Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 11 17 11 11 11 11 11 11 11 1	1 der  13 2 11  Boarding F 2 2	2 12 2 10 Pass Issues 11 4 Fron Luggag	55 2 1 1 10 10 1 9	2 53 4 1 2 1 15 2 13 4 4 4	1 33 1 1 13 13 13	1 1	1 4	1 11 1 1 3 3 3 3 1 1 1 1 2 1 1	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2	86 3 8 356 16 1 1 1 1 1 83 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matcl Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	47 3 1 Not Transgend 1 11 11 11 2 11 2 aged/Missing It 4 1	1 der  13 2 11  Boarding F 2 2  4 temsCarry 4	2 2 12 2 10 Pass Issues 11 4 4 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1	55 2 1 1 10 1 1 9	2 53 4 1 2 1 15 2 13 4 4 4 4	1 33 1 1 13 13 1 1 1 1 5 2	1 1	1 4	1 11 1 1 3 3 3 3 1 1 1 1 2 1 1	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1	866 388 3566 166 161 111 1199 33 776 111 1177 177 177 177 179 199 200 200 600 600 600 600 600 600
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening  Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - ID Matcl Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	47 3 1 Not Transgend 1 11 11 11 2 2 3 aged/Missing It 4 1 3	1 der 13 2 11 1	2 2 12 2 10 Pass Issues 11 4 4 4 4 13 3	55 2 1 1 10 10 1 9 4 4 1 1 7 3 3	2 53 4 1 2 1 15 2 13 4 4 4 6 3 1 2 2	1 33 1 1 13 13 15 2 3 2	1 1	1 1 1	1 11 1 1 3 3 3 3 1 1 1 1 2 1 1	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1 1	86 3 8 356 16 1 1 1 1 9 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Retrieving Abandoned/Confiss Screening - Security Breach  2020  Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Flying Armed Flying Armed - General Identification (ID) Requirements Identification (ID) Requirements - ID Matcl Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	47 3 1 Not Transgend 1 11 11 11 11 2 2 7 2 aged/Missing It 4 1 3 2	1 der 13 2 11 1	2 2 12 2 10 Pass Issues 11 4 4 4 4 13 3	55 2 1 1 10 10 1 9 4 4 1 1 7 3 3	2 53 4 1 2 1 15 2 13 4 4 4 6 3 1 2 2	1 33 1 1 13 13 15 2 3 2	1 1	1 1 1	1 11 1 1 3 3 3 3 1 1 1 1 2 1 1	1 13 2 2 2 2 2	10 1 13 2 2 2 1 1 3 3 3	1 1 1 4 2 1 1	86 3 8 356 16 1 1 1 1 9 3 3 7 76 1 1 1 1 1 1 1 1 1 1 1 1 1

					C) Data Too								
ries		1-Nov 1	2-Dec 0	I-Jan 0	2-Feb 03	3-Mar 0	4-Apr	05-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD) - Cognitive	1												
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Internal M													
Persons w/ Disabilities (PWD) - Medically		1	1		1								
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)	1											
Persons w/ Disabilities (PWD) - Mobility [	1		2		1					1			
Persons w/ Disabilities (PWD) - Touch Av	1		1		1								
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	1	1										
Property - Special Handling	5	6	5	11	3	5		2	3	2		4	
Property - Special Handling - Damaged Ite	ems - Carry-Or	1	1	2				1	1				
Property - Special Handling - Damaged Ite	1			3	1	2			1	1		2	
Property - Special Handling - Missing Item	2	2	3	2								1	
Property - Special Handling - Missing Item	2	4	1	4	2	3		1	1	1		1	
							0	ı			0		
Screening	12	15	19	19	16	6	2		1	4	2	4	1
Screening - Crew Member or Airline Empl					1						1		
Screening - Lengthy Lines	5	3	4	6	2								
Screening - Procedures/Process	5	12	14	10	13	6	1		1	4	1	4	
Screening - Retrieving Abandoned/Confis	1			3									
Screening - Security Breach	1		1				1						
SIDA (Security Identification Display Area)												1	
SIDA (Security Identification Display Area)	Conoral											1	
			_	- 44	4-	4-		• • •			400		
021	18	23	7	11	17	17	22	31	69	79	100	98	4
Civil Rights	1	2		1		2		1	3	3	4	1	
Civil Rights - Hair Patdowns		1											
Civil Rights - Headwear										2			
Civil Rights - Racial Profiling or Discrimina	1	1				2		1	2	1	2	1	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen			1							2		
Civil Rights - Transgender Screening									1				
Claims					1		1		- 1				
Claims - General					1		1						
Customer Service	5	4	2	2	2	3	3	4	10	6	6	3	
Customer Service - Others	1					1			2	1			
Customer Service - TSO	4	4	2	2	2	2	3	4	8	5	6	3	
Expedited Passenger Screening Program					1	5	10	13	40	59	72	84	
Expedited Passenger Screening Program	- Active Duty I	/lilitary						1					
Expedited Passenger Screening Program			1					2	3	2	2	2	
			1		4	-	40						
Expedited Passenger Screening Program			N. 4 I		1	5	10	10	36	56	70	82	
Expedited Passenger Screening Program	- ISA/DHS Er	nployees - C	)pt In						1	1			
Identification (ID) Requirements							1	1			1		
Identification (ID) Requirements - Domesti	С						1	1			1		
Locks	1									1			
Locks - Missing or Damaged Lock	1									1			
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Mishandling of Passenger Property	3	6	2	3	5	2		3	4	1	4	2	
Mishandling of Passenger Property - Dam	1	2	1	3	3			3			- 4		
0 0 1 7			- 1										
Mishandling of Passenger Property - Dam	2	1							1		2	1	
Mishandling of Passenger Property - Dam		3		2	5	2		3	2	1	2	1	
Mishandling of Passenger Property - Disar	rayed Items0	Carry-on	1	1					1				
No Jurisdiction				1	1			3	1	1			
No Jurisdiction - No Referral				1									
No Jurisdiction - Refer to Other				•	1			3	1	1			
					ı		4	3					
Patdown						2	1		1	1	2		
Patdown - Flyer						2	1		1	1	1		
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)	2						1				2		
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Medical D	evices - Attac	hed to the B	odv				1						
Persons w/ Disabilities (PWD) - Metal Imp			ou,								1		
	iants (joint)										- 1		
Persons w/ Disabilities (PWD) - Mobility [	1												
Persons w/ Disabilities (PWD) - Touch Av							1			1			
Prohibited & Permitted Items										1			
` '													
Prohibited & Permitted Items	nmunition						1						
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Beve	nmunition rages	5	1	3	5	2		1	3	3	1	4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bevel Property - Special Handling	nmunition rages	5	1	3	5	2	2	1	3	3	1	4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Items	nmunition rages 2			3		2	2	1	3 2	1	1		
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	nmunition rages 2 1 s - Carry-C	4	1	1	1	1	2		2			3	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	nmunition rages 2 1 s - Carry-C	4	1	2	1 4	1	1	1	1	1 2	1	3	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	nmunition rages 2 1 s - Carry-C	4		1	1	1	2	1	2	1		3	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	nmunition rages 2 1 s - Carry-C	4	1	2	1 4	1	1	1	1	1 2	1	3	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	nmunition rages 2 1 s - Carry-C	4	1	2	1 4	1	1	1	1	1 2	1	3	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	nmunition rages 2 1 s - Carry-C	4	1	2	1 4 2	1	2 1 1 2	1	1 7	2	1	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nmunition rages  2 1 ss - Carry-C 1 4	4 1 6	1 2	2	1 4	1 1 1	1	4	1 7 1 5	1 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	nmunition rages  2 1 ss - Carry-C 1 4	4 1 6	1 2	2	1 4 2	1 1 1	2 1 1 2	4	1 7	2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC	nmunition rages  2 1 ss - Carry-C 1 4	4 1 6	1 2	2	1 4 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status	amunition rages  2 1 s - Carry-C 1 4  4 cated Items	4 1 6	2	1 2 1	1 4 2 2	1 1 1	2 1 1 2	4	1 7 1 5	2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisor TWIC TWIC - Status	nmunition rages  2 1 s - Carry-C 1 4 cated Items	4 1 6	1 2	2	1 4 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status	nmunition rages  2 1 s - Carry-C 1 4 cated Items	4 1 6	2	1 2 1	1 4 2 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisor TWIC TWIC - Status	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126 ormation	4 1 6	2	1 2 1	1 4 2 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status  022  Additional Information Required/Insufficient Inf Additional Information Required/Insufficient	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126 ormation	4 1 6 6 <b>157</b> 1	2	1 2 1	1 4 2 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/An Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status  1022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126 ormation	4 1 6 6 157 1 1	2	1 2 1	1 4 2 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bever Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status  122  Additional Information Required/Insufficient Inf Additional Information Required/Insufficien Airline Airline - Policy/Regulations/Service	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126 ormation It Informatic	4 1 6 6 <b>157</b> 1 1	2	1 2 1	2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status  1022  Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Airline Airline - Policy/Regulations/Service Civil Rights	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126  ormation tt Informatic	4 1 6 6 157 1 1	2	1 2 1	1 4 2 2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisor TWIC TWIC - Status  1022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126 ormation It Informatic	4 1 6 6 <b>157</b> 1 1	1 2 2 131	1 2 1	2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confist TWIC TWIC - Status  1022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficier Airline Airline - Policy/Regulations/Service Civil Rights	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126  ormation tt Informatic	4 1 6 6 <b>157</b> 1 1	2	1 2 1	2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	
Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Am Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc TWIC TWIC - Status  1022 Additional Information Required/Insufficient Inf Additional Information Required/Insufficient Airline Airline - Policy/Regulations/Service Civil Rights Civil Rights - Constitutional Rights	amunition rages  2 1 s - Carry-C 1 4  4 cated Items  126  ormation tt Informatic	4 1 6 6 <b>157</b> 1 1	1 2 2 131	1 2 1	2	1 1 1	2 1 1 2	4	1 7 1 5	2 2	1 8	3 1 4	•

			SA Contac	ct Center (1	CC) Data 1	Tool - FOLA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity	· 1		1										:
Claims		1											
Claims - General		1											
Customer Service	3	11	11	8	8								4
Customer Service - TSO	3	11	11	8	8								4
Expedited Passenger Screening Program	98	124	99	56	128								50
Expedited Passenger Screening Program	i - DoD			1	1								
Expedited Passenger Screening Program	10	13	10	5	6								4
Expedited Passenger Screening Program		110	89	50	121								45
Expedited Passenger Screening Program	- TSA/DHS	1											
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	tic				1								
Locks		2	1										
Locks - Missing or Damaged Lock		2	1										
Lost and Found		2		1									
Lost and Found - Airport/TSA		2		1									
Mishandling of Passenger Property	1	4											
Mishandling of Passenger Property - Dam	1	1											
Mishandling of Passenger Property - Dam	naged/Missir	2											
Mishandling of Passenger Property - Disa	arrayed Item	1											
No Jurisdiction			3	1									
No Jurisdiction - Refer to CBP			2										
No Jurisdiction - Refer to Other			1	1									
Patdown	1		3	1									
Patdown - Children			1										
Patdown - Flyer	1		2	1									
Persons w/ Disabilities (PWD)	2		2		1								
Persons w/ Disabilities (PWD) - Autism S	1		1		1								
Persons w/ Disabilities (PWD) - Prosthes													
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1										
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Food/Beve	erages		1										
Property - Special Handling	4	1		5	1								1
Property - Special Handling - Damaged It				3									
Property - Special Handling - Damaged It	1												
Property - Special Handling - Missing Iter		1		2									
Property - Special Handling - Missing Iter	1				1								
Screening	14	7	7	5	5								3
Screening - Inconsistency	2	1	1										
Screening - Lengthy Lines		1			1								
Screening - Military					1								
Screening - Procedures/Process	12	5	5	5	2								2
Screening - Retrieving Abandoned/Confis	cated Items		1		1								
TWIC	1												
TWIC - General	1												

Categories	10-Oct	11-Nov				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	14		9	7	12	13	6	1	7	17	9	7	6	108
2019					1		1	1	2	7	3	4		20
Civil Rights											1	1	1	3
Civil Rights - National Origin												1		1
Civil Rights - Racial Profiling or Discrimina	ation I									4	1		1	2
Customer Service - TSO										1				1
Locks							1			I		1		2
Locks - Missing or Damaged Lock							1					1		2
Mishandling of Passenger Property										1	1	1		3
Mishandling of Passenger Property - Dam	ı aged/Missin	ltems	-Checked	Baggag	е					1	1	1		3
Patdown										3	1			4
Patdown - Flyer										2	1			3
Patdown - Flyer as Observer										1				
Property Special Handling	omo Chook	- d			1			1	2					4
Property - Special Handling - Damaged It Screening	erris - Checke	eu .			1			1	2	2		1		3
Screening - Procedures/Process										2		1		3
2020	5		3	2	4	3	3		2		5		3	30
Civil Rights	3					1					1			5
Civil Rights - Constitutional Rights	1													1
Civil Rights - Racial Profiling or Discrimina	2					1					1			4
Customer Service			2				1		1					4
Customer Service - Others			1				1		4					2
Customer Service - TSO Locks			1		2				1					2
Locks - Missing or Damaged Lock					2									2
Mishandling of Passenger Property							1				1		2	4
Mishandling of Passenger Property - Dam	ı ıaged/Missin	g Items	-Checked	Baggag	е		1				1		_	2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-c	on or Chec	cked									2	2
Patdown				2		1					1			4
Patdown - Flyer				2		1					1			4
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Service A Property - Special Handling	nimais 2				1				1		1 1		1	<u>1</u>
Property - Special Handling - Damaged It		On			ı				ı		1		ı	1
Property - Special Handling - Damaged It		J11							1					2
Property - Special Handling - Missing Iten		ı			1									1
Property - Special Handling - Missing Iten	1												1	2
Screening			1		1	1	1							4
Screening - Lengthy Lines							1							1
Screening - Procedures/Process			1		1	1				40				3
2021 Airline	3		1		1		2		3	10	1	3	2	<b>26</b>
Airline - Policy/Regulations/Service												1		1
Civil Rights	1								1	1				3
Civil Rights - Hair Patdowns									1					1
Civil Rights - Racial Profiling or Discrimina	ation									1				1
Civil Rights - Transgender Screening	1													1
Customer Service					1					3				4
Customer Service - CSM					4					2				1
Customer Service - TSO  Expedited Passenger Screening Program					1				1	4	1	1		7
Expedited Passenger Screening Program	- DoD								ı	1	ı	1		1
Expedited Passenger Screening Program		neck							1	3	1	1		6
Identification (ID) Requirements							1							1
Identification (ID) Requirements - ID Matc	hing Ticket a	nd Boar	ding Pass	Issues			1							1
Locks							1							1
Locks - General							1							1
Mishandling of Passenger Property	1	. 14	O		_							1		2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		j items	-Carry-on i	Luggage	3							1		1
Patdown	1									1			1	2
Patdown - Flyer										- '			1	1
Patdown - Flyer as Observer										1				1
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Mobility D	1													1
Property - Special Handling									1	1				2
Property - Special Handling - Damaged It										1				1
Property - Special Handling - Missing Iten Screening	is - Checked		1						1				1	1 2
Screening - Inconsistency			1										1	1
Screening - Inconsistency Screening - Security Breach			1											1
2022	6		5	5	6	10								32
Customer Service	1		2			1								4
Customer Service - TSO	1		2			1								4
Expedited Passenger Screening Program	3		3	2	3	6								17
Expedited Passenger Screening Program						1								1
Expedited Passenger Screening Program	3		3	2	3	5								16
Locks  Locks - Missing or Damaged Lock						1								1
Lost and Found				1		1								1
Lost and Found - Airport/TSA				1										1
Mishandling of Passenger Property						1								1
Mishandling of Passenger Property - Dam	aged/Missin	g Items	-Checked	Baggag	е	1								1
Patdown				1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diapers/	/Garments/D	ressings/Ma	asks	1									1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged I	lte 1												1
Property - Special Handling - Missing Ite	ms - Checke	ed		1									1
Screening	1		1	1	1								4
Screening - Inconsistency					1								1
Screening - Procedures/Process	1		1	1									3

Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGU	5	1-NOV	12-Dec 3	2	02-Feb		04-Aрі 4	05-iviay 3		07-Jul 2			36
2019	3	4	3	2	I	3	1	2				3	36
Customer Service				1		1	'						2
Customer Service - Others						1							
Customer Service - TSO				1		1							
Mishandling of Passenger Property				1		1		1					
Mishandling of Passenger Property - Disa	rraved Items(	arry-on	or Checker	1		1		1					
Property - Special Handling	riayou itomsc	Jan y-On	or oriconce	4		1		1					2
Property - Special Handling - Damaged Ite	ms - Checked					1		1					
Screening	onio - Oncorca			1		1	1	'					
Screening - Procedures/Process				1			1						
2020		1		- 1			- '			1	1	1	
Customer Service		1								'		'	-
Customer Service - TSO		1											
Mishandling of Passenger Property		- '									1		
Mishandling of Passenger Property - Dam	agad/Missing I	toma Ch	nocked Bac	IGOGO							1		
Persons w/ Disabilities (PWD)	ageu/iviissiiig i	terrisCr	lecked bag	lyaye						1	- 1		
Persons w/ Disabilities (PWD) - Touch Av	orgion (pain/tra	uma)								1			
	ersion (pani/ira	iuiiia)										1	
Screening												1	
Screening - Procedures/Process 2021	1	2	1		1	3	3	1	1	1	1		
	1	1	1		1	1		1		1	1		17
Civil Rights		1				I							4
Civil Rights - Hair Patdowns	41	- 1				1							
Civil Rights - Racial Profiling or Discrimina Customer Service	auon		1		1	1						1	
Customer Service - Others			'		1	1						I	
Customer Service - TCC			1		l l								
			- 1			-						4	
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program	TCA D==Ch=	-1.				1	<u> </u>			1			3
Expedited Passenger Screening Program	- TSA Preche	CK				1	1			1	-		
Patdown											1		
Patdown - Flyer											1		
Property - Special Handling	1							1					
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item	1												
Screening		1					2		1			1	
Screening - Crew Member or Airline Empl	oyee	4										1	
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process 2022							1		1				2
	<b>4</b> 1	1	2										7
Civil Rights													1
Civil Rights - Racial Profiling or Discrimina Customer Service	1		1										
-			1										
Customer Service - TSO	2		1										
Expedited Passenger Screening Program	3		1										4
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	2		1										3
Screening		1											
Screening - Inconsistency		1											1

			ISA Conta	ct Center (	ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHD	1							1	4	1	1		8
2019									1	1			2
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage					1	1			2
2020	1										1		2
Property - Special Handling	1										1		2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten	ns - Checke	d									1		1
2021								1	3				4
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- Active Du	ty Military						1					1
Patdown									2				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer									1				1
Screening									1				1
Screening - Inconsistency									1				1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	2	4		2	4	1			1	2	4	3	2
2019				1		1					3	1	
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Mishandling of Passenger Property				1		1					2		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage							2		
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	1		1							
Patdown												1	
Patdown - Flyer												1	
2020		1			2								
Mishandling of Passenger Property					2								
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage	2								
Property - Special Handling		1											
Property - Special Handling - Missing Iten	ns - Carry-C	1											
2021									1	2	1	2	
Customer Service									1	1			
Customer Service - TSO									1	1			
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage						1			
Property - Special Handling											1	2	
Property - Special Handling - Damaged It	ems - Checl	red										1	
Property - Special Handling - Missing Iten	ns - Checke	d									1	1	
2022	2	3		1	2								
Additional Information Required/Insufficient In	formation				1								
Additional Information Required/Insufficie	nt Informatio	n - EMAIL	ONLY		1								
Claims	1												
Claims - General	1												
Customer Service	1												
Customer Service - TSO	1												
Expedited Passenger Screening Program		1			1								
Expedited Passenger Screening Program	- TSA PreC	1			1								
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missi	1											
Patdown		1											
Patdown - General		1											
Screening				1									
Screening - Procedures/Process				1									

egories	10-Oct 1				02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
HV	7	5	8	7	11	1	1	5	8	6			
2019	•	•		•	1	•	1	4	3	4			
Customer Service					1		1	1	2	1		•	
Customer Service - Others					'		'	1	2		1		
Customer Service - TSO					1		1	- 1		1			
Locks					ı		1		1	- 1			
									1				
Locks - Missing or Damaged Lock								4	I				
Mishandling of Passenger Property			L. I.D.					1		2			
Mishandling of Passenger Property - Dam	naged/Missing I	temsCheck	ked Baggag	je				1		2			
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication and	d Medical S	upplies							1		
Property - Special Handling								1			1	1	
Property - Special Handling - Damaged Ite	ems - Carry-Or	1									1		
Property - Special Handling - Damaged Ite	ems - Checked											1	
Property - Special Handling - Missing Item	ns - Checked							1					
Screening										1			
Screening - Procedures/Process										1			
2020	1	2	5	3	2	1		1			2		
Customer Service		-	1	1	1			1					
Customer Service - TSO			1	1	1			1					
		4	l l	ļ	1			ļ					
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property			1		1	1							
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1		1	1							
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees an	nd Casts	1										
Property - Special Handling	1	1		2							1		
Property - Special Handling - Damaged Ite	ems - Checl	1											
Property - Special Handling - Missing Item													
Property - Special Handling - Missing Item				2							1		
Screening	I		1								1		
Screening - Procedures/Process			1								- 1		
Screening - Procedures/Process  Screening - Security Breach			ı								1		
2021	4		1		4				5	2		2	
	4		1		4				1			1	
Civil Rights	-4:												
Civil Rights - Racial Profiling or Discrimina	auon I								1			1	
Customer Service									1	1			
Customer Service - CSM										1			
Customer Service - TSO									1		1		
Customer Service - TSO Expedited Passenger Screening Program									1 2	1	1		
Customer Service - TSO	- TSA PreChe	ck								1	1 2		
Customer Service - TSO Expedited Passenger Screening Program	- TSA PreChed	ck							2		1		
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program		ck							2		1		
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found	1	ck			1				2		1		
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property	1		-on Luaaaa	e	1 1				2		1		
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	1 1 naged/Missing I		-on Luggag	e					2		1		
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 1 naged/Missing I 2		-on Luggag	e					2		1		
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 1 naged/Missing I		-on Luggag	е					2		1		
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)	1 1 naged/Missing I 2 2		-on Luggag	e	1				2		1		
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Service A	1 1 naged/Missing I 2 2 2		-on Luggag	e	1 1 1				2		1 2 2		
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Service A  Property - Special Handling	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		-on Luggag	е	1				2		1 2 2		
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing I 2 2 2 Animals		-on Luggag	е	1 1 1				2		1 2 2		
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item	aged/Missing I 2 2 2 Animals			е	1 1 1 1				2 2		2 2		
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Screening	aged/Missing I 2 2 2 Animals		-on Luggag	е	1 1 1 1 1 1				2		1 2 2		
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Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Service A  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Lengthy Lines  Screening - Procedures/Process	aged/Missing I 2 2 2 Animals		1	e	1 1 1 1 1 1				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing I 2 2 2 Animals		1	е	1 1 1 1 1 1				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dam  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Service A  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Lengthy Lines  Screening - Procedures/Process	aged/Missing I 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	temsCarry	1		1 1 1 1 1				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing I 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	temsCarry	1		1 1 1 1 1				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing I 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	temsCarry	1		1 1 1 1 1				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program	anaged/Missing I 2 2 2 Animals 1 1 1 1 2 2 2 1 1	temsCarry	1 1 2	4	1 1 1 1 1 1 1 4				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	anaged/Missing I 2 2 2 Animals 1 1 1 1 2 2 2 1 1	temsCarry	1 1 2	4	1 1 1 1 1 1 1 1 4				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process  2022 Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	aged/Missing I 2 2 Animals 1 1 ns - Checked 2	**************************************	1 1 2	4	1 1 1 1 1 1 1 1 4				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha	anaged/Missing I 2 2 Animals 1 1 1 1 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	temsCarry	1 1 2	4	1 1 1 1 1 1 1 1 4				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelche	anaged/Missing I 2 2 Animals 1 1 1 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	**************************************	1 1 2	4	1 1 1 1 1 1 1 1 4				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items	anaged/Missing I 2 2 Animals 1 1 1 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	**************************************	1	4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				2 2		2 2	1	
Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2022  Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Wheelche	anaged/Missing I 2 2 Animals 1 1 1 2 2 Animals 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	**************************************	1 1 2	4	1 1 1 1 1 1 1 1 4				2 2		2 2	1	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT	2	3	2	1	1	2			4	4			2
2019					1				1	3	1		
Civil Rights											1		
Civil Rights - Racial Profiling or Discrir	nination										1		
Mishandling of Passenger Property									1	2			
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage						2			
Mishandling of Passenger Property - D	isarrayed Item	sCarry-or	or Checke	ed					1				
Property - Special Handling										1			
Property - Special Handling - Missing I	tems - Checke	d								1			
Screening					1								
Screening - Procedures/Process					1								
2020	1	2		1					2		1		
Customer Service									1				
Customer Service - TSO									1				
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage							1		
Property - Special Handling				1									
Property - Special Handling - Damage	l Items - Chec	red		1									
Screening	1	2							1				
Screening - Procedures/Process	1	2							1				
2021	1					2			1	1			
Customer Service									1				
Customer Service - TSO									1				
Property - Special Handling						1				1			
Property - Special Handling - Missing I	tems - Checke	d				1				1			
Screening	1					1							
Screening - Inconsistency						1							
Screening - Procedures/Process	1												
2022		1	2	!									
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Mobili	ty Disability (N	ot Wheelch	1										
Property - Special Handling		1											
Property - Special Handling - Missing I	tems - Checke	1											
Screening			1										
Screening - Procedures/Process			1										

Section   Sect		40.0-4	44 М		ct Center (T	00 E-1			05.14	00 1	07 1.1	00 4	00.0	Tital
Column   Figure   Column   C			11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Cold lights		68	79	90	87	95	50	46	48	49	75	70	86	843
Cell Rigids - Age  Usin Rigids - Search Sear	2019				27	24	23	31	33	32	43	31	39	283
Cell Rigids - Age  Usin Rigids - Search Sear	Civil Rights							3	3	1	1	2	1	11
Cold Rights - Record before processing and proces														1
Colif Rigids - Send Ordering Control (Society) No. 18 Transpared 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		lation						1	1	1		<u>_</u>	1	4
Cuit Rights - Secured Chimisters - Not Transported Cuit Rights - Transported College - T										<u> </u>	4			
Coloring Services - Coloring C			ender					1			1	1		4
Customer Service   4		ansgender							1					1
Cannotes Farriers - Callers  Cannotes Farriers - Callers  Cannotes Farriers - Callers  Cannotes Farriers - Callers  Lots - Missing or Damages Lock  Lot - Missing or Damages Lock  Lot - Missing or Damages Lock  Lot - Missing or Damages Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Missing of Passing Progrey - Damages Missing lienser-Clave Cook  Passing Missing Progrey - Damages Missing lienser-Clave Cook  Progrey - Missing Missing Brane-Lary-Gro or Charled II I I I I I I I I I I I I I I I I I	Civil Rights - Transgender Screening							1						1
Customer Services - 1902   4	Customer Service				4	6	3	7	7	5	10	8	8	58
Customer Services - 1902   4	Customer Service - Others						1	2						3
Looks Mining or Dumaged Lock  Looks Mining or Dumaged Lock  Look Look Mining or Dumaged Lock  Look and Fasans, Amount Tak  Ministrating of Pasansger Properly  Pasansger Special Control of Pasansger Properly  Pasansger Special Control of Pasansger Properly  Pasansger of Usabilities (PMO)  Pasansger Ministrating  Pensons of Usabilities (PMO)  Discotted  Pensons of Usabilities (PMO)  Discotted  Pensons of Usabilities (PMO)  Pensons					1	6	2		7	5	10	Ω	Ω	55
Looks - Moning or Damaged Look   1   1   1   2   1   1   1   1   1   1														
Local and Found														13
Lest sure FoundApport PAR   Mathending of Passenger Properly   Demagnich Bosing   Immediate   1						3	3	1	1	1	2	1	1	13
Michardung of Pissenger Property - Damsgeröftlicher gleiner-Carry on Luggage Michardung of Pissenger Property - Damsgeröftlicher gleiner-Carry on Luggage Michardung of Pissenger Property - Damsgeröftlicher gleiner-Carry on Choose 8t, 12 2 7 7 1 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher gleiner-Carry on Choose 8t, 12 2 7 7 1 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher gleiner-Carry on Choose 8t, 12 2 7 7 1 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher gleiner-Carry on Choose 8t, 12 2 7 7 1 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher gleiner-Carry on Choose 8t, 12 2 7 7 7 1 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher gleiner - Carry on Choose 8t, 12 2 7 7 7 1 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher Gleiner - Carry on Choose 8t, 12 2 7 7 7 1 6 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher Gleiner - Carry on Choose 8t, 12 7 7 7 1 6 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher - Carry on Choose 8t, 12 7 7 7 1 6 6 6 5 5 6  Pissenson - Pissenger Property - Damsgeröftlicher - Carry on Choose 8t, 12 7 7 1 7 1 7 1 7 1 7 1 7 1 7 1 7 1 7	Lost and Found							1						1
Mathemating of Peaserger Property - Durangschilder glores - Carayon - Laggage   1   1   1   1   1   1   1   1   1	Lost and Found - Airport/TSA							1						1
Mathemating of Peaserger Property - Durangschilder glores - Carayon - Laggage   1   1   1   1   1   1   1   1   1	•				12	3	8	8	4	6	9	6	7	63
Mathandring of Passenger Pengary - Daranged Name   1		nagad/Missins	ı Itomo (	Corny on Luc			- 0	0		0	<u> </u>			
Minhardilling of Passenger Property - Disarrieyed Berne-Carry on or Checked							_	_						3
Patrician										6		5	6	54
Patricon - Fight   1   1   1   2   1   1   1   1   1   1	Mishandling of Passenger Property - Disa	arrayed Items-	Carry-o	n or Checke	d	1	1	1	2		1			6
Petrons of Obsahlities (PWO) - Author Sportum	Patdown				1	1			2	2	2		2	10
Patrioran - Flyers a Obasemer   1					1	1								7
Pensors of Disabilities (PWD)   Author Spectrum														
Persons or Disabilities (PVID) - Disables   2   1   1   1   1   1   1   1   1   1	•													3
Persons of Disabilities (PWD) - Disclared   Persons of Disabilities (PWD) - Medical Ny Necessary Medication and Medical Supplies					2		2	2	2	1	2	5	4	20
Persons w Disabilities (PWD) - Modelly Dataly (Not Wheelchaft Sopoles*	Persons w/ Disabilities (PWD) - Autism S	Spectrum									1			1
Persons w Disabilities (PWD) - Modelly Dataly (Not Wheelchaft Sopoles*	Persons w/ Disabilities (PWD) - Diabetes	s l										2	1	3
Persons w Olizabilities (PWIO) - Morbinary account Sequency   2			/ledicatio	n and Medic	al Sunnlies			1						3
Persons w Disabilities (PWID) - Wheelshard Sociolary Sequeys   2									4		4			
Prohibitied & Permitted Items Properly - Special Flanding Properly - Special Flanding Properly - Special Flanding Properly - Special Flanding - Damaged Items - Cary-Cn Properly - Special Flanding - Damaged Items - Cary-Cn Properly - Special Flanding - Masing Items - Cheeked Properly - Special Flanding - Special Flanding - Special Flanding - Cheeked -				nair or Scool				1			1			4
Probablised & Permitted Items - Medical Information Property - Special Handling - Duranged Items - Carry-On	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway		2		2		1	1		1	2	9
Property - Special Handling	Prohibited & Permitted Items								1					1
Property - Special Handling	Prohibited & Permitted Items - Medicatio	n/Prescription/	/Medicall	v Necessarv	Items				1					1
Properly - Special Handling - Damaged Items - Checked		l		,,		0	5	1		0	11		10	67
Property - Special Handling - Damaged Rems - Checked					- 1			4		0		4		
Property - Special Handling - Missing Items - Core-One							1							7
Request for Assistance - Other	Property - Special Handling - Damaged I	tems - Checke	ed		2	3		1	1		1		2	10
Request for Assistance - Other	Property - Special Handling - Missing Itel	ns - Carry-On					1		5	3	1	2	2	14
Request for Assistance - Other					5	4	3	3						36
Request for Assistance - Other   1					- 0						,			
Screening - Includer	•													1
Screening - Inconsistency   1	Request for Assistance - Other													1
Screening - Inconsistency   1	Screening				1	2	2	5	3	8	6	5	6	38
Screening - Inconsistency   1	Screening - Children									1				1
Screening - ProceduresProcess   1						1								1
Screening - Procedures/Process						- 1								
Screening - Febreiving Abandonal/Confiscrate Hams														1
292	Screening - Procedures/Process					1	1	4	3	7	6	3	6	31
292	Screening - Retrieving Abandoned/Confis	scated Items			1			1				2		4
Civil Rights - Racial Profiling or Discrimin   3   1   2   1   1   1   1   1   1   1   1			24	1 43	25	21	19	4	1	5	7			195
Civil Rights - Racial Profiling or Discrimin   3   1   2   1   1   1   1   1   1   1   1									•		•			11
Civil Rights - Sew/Gender/Gender Identily- Not Transgender   1	CIVII RIGIILS													
Customer Service - Others														
Customer Service - Others		3								1				9
Customer Service - Others		3								1		1		
Customer Service - Others	Civil Rights - Sex/Gender/Gender Identity	3		1 2						1		1		9
Customer Service - TSO	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	3 /- Not Transge	ender	1 2		1	1			1	1	1		9 1 1
Locks     1   3   1   2	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	3 /- Not Transge	ender	1 2	2	1	1			1	1	1		9 1 1 22
Locke-Missing or Damaged Lock	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	3 - Not Transge	ender 2	1 2 1 2 7	2	5	1			1		1		9 1 1 22 1
Lost and Found	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	3 - Not Transge	ender 2	1 2 1 2 7	2 1 1	5	1			1		1		9 1 1 22 1 21
Lost and Found	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	3 - Not Transge	ender 2	1 2 1 2 7	2 1 1	5	1			1		1	1	9 1 1 22 1
Lost and Found - Airport/TSA	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	3 - Not Transge	ender 2	1 2 1 1 2 7 2 7 1	2 1 1 3	5 5 1	1 2			1		1	1	9 1 1 22 1 21 9
Mishandling of Passenger Property	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	3 - Not Transge	ender 2	1 2 1 1 2 7 2 7 1 1 1	2 1 1 3	5 5 1	1 2			1	1	1	1	9 1 1 22 1 21 9
Mishandling of Passenger Property - Dam	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	3 - Not Transge	ender 2	1 2 1 2 7 2 7 1 1 2 2	2 1 1 3	5 5 1	1 2			1	1	1	1	9 1 1 22 1 21 9 9
Mishandling of Passenger Property - Dam   3   3   13   4   5   3   1   2   2   2   2   2   2   2   3   3   3	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	3 - Not Transge 4 4	ender	1 2 1 2 7 2 7 1 1 2 2 2	2 1 1 3 3	5 5 1 1	1 2 2			1	1 1 1		2 2	9 1 1 22 1 21 9 9 3 3
Mishandling of Passenger Property - DisalTrayed Items—Carry-on   2   3   9   9   9   9   9   9   9   9   9	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	A 3 A 4 A 4 A 4	ender 2	1 2 1 2 7 2 7 1 1 2 2 2 4 15	2 1 1 3 3	5 5 1 1	1 2 2	1		1	1 1 1	3	2 2 3	9 1 1 22 1 21 9 9 3 3 48
Mishandling of Passenger Property - DisalTrayed Items—Carry-on   2   3   9   9   9   9   9   9   9   9   9	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	A 3 A 4 A 4 A 4	ender 2	1 2 1 2 7 2 7 1 1 2 2 2 4 15	2 1 1 3 3	5 5 1 1	1 2 2	1		1	1 1 1	3	2 2 3	9 1 1 22 1 21 9 9 3 3
Patdown	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar	4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender 2	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1	2 1 1 3 3	5 5 1 1	1 2 2			1	1 1 1 2	3 1	2 2 2	9 1 1 22 1 21 9 9 3 3 48
Patdown - Flyer   3	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar	Not Transge	ender	1 2 7 1 2 7 1 1 1 2 2 1 1 1 1 2 1 1 1 1	2 1 1 3 3 3	5 5 1 1	1 2 2			1	1 1 1 2	3 1	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5
Patdown - Non-Flyer	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Aust and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1 3 13 n 2	2 1 1 3 3 7 7	5 5 1 1 5	1 2 2				1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38
Persons w/ Disabilities (PWD)   3   3   2   1   3   1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Poster Property Mishandling of Passenger Property - Dar	A 4 4 4 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	ender	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1 3 13 n 2 1	2 1 1 3 3 3 7 4 4 3 2	5 5 1 1 5 5	1 2 2			1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5
Persons w/ Disabilities (PWD) - Cognitive / Developm	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disception	A 4 4 4 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	ender	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1 3 13 n 2 1	2 1 1 3 3 3 7 4 4 3 2	5 5 1 1 5 5	1 2 2			1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9
Persons w/ Disabilities (PWD) - Cognitive / Developm	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer	A 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1 3 13 n 2 1 1	2 1 1 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 21 9 9 3 3 48 5 38 5 9 8
Persons w/ Disabilities (PWD) - Medically   1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer	A 4 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1 3 13 n 2 1 1	2 1 1 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9
Persons w/ Disabilities (PWD) - Nobliny   1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	A 4 4 4 1 1 1 3 arrayed Items-3 3 3 3	ender	1 2 1 2 7 2 7 1 1 2 2 2 4 15 1 3 13 n 2 1 1 1 3	2 1 1 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2 2 4 1 3 3	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 21 9 9 3 3 48 5 38 5 9 8 1
Persons w/ Disabilities (PWD) - Ostomylostomates	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	A A A A A A A A A A A A A A A A A A A	ender	1 2 7 1 2 7 1 1 2 2 1 1 1 1 2 2 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2 2 4 1 3 3 1	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13
Persons w/ Disabilities (PWD) - Service Animals	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Distention Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall	A 4 4 4 4 1 1 1 3 3 arrayed Items-3 3 3 e /Developm	ender	1 2 7 1 2 7 1 1 2 2 1 1 1 1 2 2 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2 2 4 1 3 3 1	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2
Persons w/ Disabilities (PWD) - Wheelchs   1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Discentification Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility	A 4 4 4 1 1 1 3 3 4 4 1 1 3 3 4 4 1 1 3 3 4 4 1 4 1	ender	1 2 7 1 2 7 1 1 2 2 1 1 1 1 2 2 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2 4 1 3 3	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1
Property - Special Handling	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility	A 4 4 4 1 1 1 3 3 arrayed Items-3 3 3 e /Developm 1 1 Ostomates	ender	1 2 7 1 2 7 1 1 2 2 1 1 1 1 2 2 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2	5 5 1 1 5 5	1 2 2 4 1 3 3	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2
Property - Special Handling	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility	A 4 4 4 1 1 1 3 3 arrayed Items-3 3 3 e /Developm 1 1 Ostomates	ender	1 2 1 2 7 1 2 7 1 1 2 2 2 4 15 1 3 13 1 1 1 3 3 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2	5 5 1 1 5 5 1 1	1 2 2 4 1 3 3	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1
Property - Special Handling - Damaged It	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis: Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 1 2 7 1 1 2 2 2 4 15 1 3 13 1 1 1 3 3 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2	5 5 1 1 5 5 1 1	1 2 2 4 1 3 3	1		1	1 1 1 2	3 1 2	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2 1
Property - Special Handling - Damaged Ite         3         1         1         2         1         2         1         1           Property - Special Handling - Missing Items - Carry-C         2         4         1         1         2         1         1         1           Property - Special Handling - Missing Item         2         2         8         3         2         2         2         1         1         2           Screening - Procedures - Lengthy Lines         6         8         1         2         2         3         1         2         1           Screening - Lengthy Lines         2         1         1         1         2         2         1         2         2         1         1         1         1         1 <td>Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Service</td> <td>A A A A A A A A A A A A A A A A A A A</td> <td>ender</td> <td>1 2 7 7 1 1 2 2 7 1 1 1 2 2 4 15 1 3 13 1 1 1 1 1</td> <td>2 1 1 3 3 7 4 4 3 2 2 2</td> <td>5 5 1 1 5 5 1 1</td> <td>1 2 2 2 4 1 3 3 1 1 1 1 1</td> <td>1 1</td> <td>1</td> <td>1 1</td> <td>1 1 1 2 2 2</td> <td>3 1 2 1</td> <td>2 2 2</td> <td>9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2 6 1</td>	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Service	A A A A A A A A A A A A A A A A A A A	ender	1 2 7 7 1 1 2 2 7 1 1 1 2 2 4 15 1 3 13 1 1 1 1 1	2 1 1 3 3 7 4 4 3 2 2 2	5 5 1 1 5 5 1 1	1 2 2 2 4 1 3 3 1 1 1 1 1	1 1	1	1 1	1 1 1 2 2 2	3 1 2 1	2 2 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2 6 1
Property - Special Handling - Missing Items - Carry-C	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 1 1 2 2 1 1 1 1 2 2 1 1 1 1 1	2 1 1 3 3 3 7 4 3 2 2 2	5 5 1 1 1 5 5 1 1 1	1 2 2 2 4 1 3 3 1 1 1 1 1	1 1	1	1 1	1 1 1 2 2 2	3 1 2 1	2 2 2 2 2 2 4 4	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2 6 1
Property - Special Handling - Missing Item   2   2   8   3   2   2   2   2   1   1   2   2   2   3   3   3   3   3   3   3	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 2 7 1 1 2 2 4 15 1 3 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2	5 5 1 1 5 5 1 1 1	1 2 2 4 1 3 3 1 1	1 1		1 1 2	1 1 1 2 2 2	3 1 2 1	2 2 2 2 2 2 4 4	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 1 1 2 1 54
Property - Special Handling - Missing Item   2   2   8   3   2   2   2   3   1   1   2   2   3	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitiv- Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I	Animals	ender	1 2 1 2 7 7 1 1 1 2 2 2 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2	5 5 1 1 5 5 1 1 1	1 2 2 2 4 4 1 3 3 1 1 1 1 6 6 2	1 1		1 1 2	1 1 1 2 2 2	3 1 2 1	2 2 2 2 2 2 4 4	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 1 1 54 5 12
Screening	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dis- Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitiv- Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I	Animals	ender	1 2 1 2 7 7 1 1 1 2 2 2 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2	5 5 1 1 5 5 1 1 1	1 2 2 2 4 4 1 3 3 1 1 1 1 6 6 2	1 1		1 1 2	1 1 1 2 2 2	3 1 2 1	2 2 2 2 2 4 1	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 1 1 2 1 54
Screening - Inconsistency	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2	5 5 1 1 5 5 1 1 1	1 2 2 2 4 1 1 3 3 1 1 1 1 6 6 2 2 2	1 1 2		1 1 2	1 1 2 2 2	3 1 2 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 21 9 9 3 3 3 48 5 38 5 9 8 1 13 2 6 1 1 5 4 5 12 12
Screening - Lengthy Lines   2   1   1   2   2   1   1   1   1   1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 7 1 1 1 2 2 4 1 5 1 1 1 1 1 1 1 2 2 4 4 2 8 8	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 1 3 3 3	5 5 1 1 5 5 1 1 1 1 5 1 1 1 2	1 2 2 2 4 1 3 3 1 1 1 6 6 2 2 2 2 2 2	1 1 2		2 1	1 1 2 2 2 1	3 1 2 1 1	2 2 2 2 3 1 2	9 1 1 1 22 1 21 9 9 9 3 3 3 48 5 9 8 1 1 13 2 6 1 1 2 1 54 5 12 12 12 25
Screening - Procedures/Process   4   7   1   1   2   2   1   1   1   1   1   2   2	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter	A A A A A A A A A A A A A A A A A A A	ender	1 2 1 2 7 7 1 1 1 2 2 4 1 5 1 1 1 1 1 1 1 2 2 4 4 2 8 8	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1	5 5 1 1 5 5 1 1 1 1 5 1 1 1 2	1 2 2 2 4 1 3 3 1 1 1 6 6 2 2 2 2 2 2	1 1 2		2 1	1 1 2 2 2 1 1 1 1 2 2 1 1 2 1 2 1 2 1 2	3 1 2 1 1	2 2 2 2 3 1 2	9 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 13 2 6 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1
2021         9         4         6         3         8         8         11         14         12         25         33         36         1           Civil Rights - Constitutional Rights         1         1         4         2         2         1         1         1         2         1         1         1         1         1         2         2         1         1         1         1         1         2         1         1         2         1         1         2         1         1         1         1         1         1         2         1         1         2         1         1         1         1         1         2         1         1         1         1         1         2         1         1         1         1         2         1         1         1         1         2         1         1         1         2         1         1         1         3         4         5         4         4         5         4         4         5         4         4         4         2         1         1         1         1         2         1         1         1         1 </td <td>Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency</td> <td>4 4 4 4 1 3 4 4 1 1 3 3 4 1 1 3 4 1 1 1 1</td> <td>ender</td> <td>1 2 7 7 1 1 2 2 7 1 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 2 4 2 8 3 1 1</td> <td>2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1</td> <td>5 5 1 1 5 5 1 1 1 1 5 1 1 1 2</td> <td>1 2 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3</td> <td>1 1 2</td> <td></td> <td>2 1</td> <td>1 1 2 2 2 1 1 1 1 2 2 1 1 2 1 2 1 2 1 2</td> <td>3 1 2 1 1</td> <td>2 2 2 2 3 1 2</td> <td>9 1 1 1 22 1 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 12 12 12 12 12 25 26 2</td>	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency	4 4 4 4 1 3 4 4 1 1 3 3 4 1 1 3 4 1 1 1 1	ender	1 2 7 7 1 1 2 2 7 1 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 2 4 2 8 3 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1	5 5 1 1 5 5 1 1 1 1 5 1 1 1 2	1 2 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3	1 1 2		2 1	1 1 2 2 2 1 1 1 1 2 2 1 1 2 1 2 1 2 1 2	3 1 2 1 1	2 2 2 2 3 1 2	9 1 1 1 22 1 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 12 12 12 12 12 25 26 2
Civil Rights     1     4     2     2     1     1       Civil Rights - Constitutional Rights     1     1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency	4 4 4 4 1 3 4 4 1 1 3 3 4 1 1 3 4 1 1 1 1	ender	1 2 7 7 1 1 2 2 7 1 1 1 2 2 4 1 1 1 1 1 1 1 1 1 1 2 4 2 8 3 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1	5 5 1 1 5 5 1 1 1 1 5 1 1 1 2	1 2 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 2 3 3	1 1 2		2 1	1 1 2 2 2 1 1 1 1 2 2 1 1 2 1 2 1 2 1 2	3 1 2 1 1	2 2 2 2 3 1 2	9 1 1 1 22 1 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 1 2 1 2 1 2 1 2 1 2 25 26
Civil Rights     1     4     2     2     1     1       Civil Rights - Constitutional Rights     1     1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disi Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicalle Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Wheelcher Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines	3 /- Not Transge 4 4 4 1 1 3 arrayed Items- 3 3 3 e /Developm 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender	1 2 7 7 1 1 2 2 7 1 1 1 2 2 4 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 7 1 1 2 1 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 5 5 1 1 1 1 5 1 1 1 2 2 2	1 2 2 2 3 3 1 1	1 1 2		2 1 1 1	1 1 2 2 1	3 1 2 1 1	2 2 2 2 3 1 1 2	9 1 1 1 22 1 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 12 12 12 12 12 25 26 2
Civil Rights - Constitutional Rights     1       Civil Rights - Headwear     2       Civil Rights - Racial Profiling or Discriming     1     2     1     2     1     1       Civil Rights - Sexual Harassment (TSA Employee)     1     2     1     2     1     5     4     5     4       Customer Service     1     1     2     1     1     2     1     5     4     5     4	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Distention Mishandling of Passenger Property - Distention Patdown - Flyer Patdown - Non-Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Medicall Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	3 /- Not Transge 4 4 4 1 1 1 3 3 arrayed Items- 3 3 b (Developm 1 1 Costomates Animals 1 6 1 1 1 3 ms - Carry-C 1 2 6 2 4	ender	1 2 1 2 7 1 1 2 2 7 1 1 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 5 5 1 1 1 1 2 2	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2 2	1	2 1 1 1	1 1 2 2 1 1 1 1 1 1	3 1 2 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 1 1 1 2 1 2 1 2 1 2 1 2 2 2 2 4 20
Civil Rights - Headwear     2       Civil Rights - Racial Profiling or Discriming     1     2     1     2     1     1       Civil Rights - Sexual Harassment (TSA Employee)     1       Customer Service     1     1     2     1     1     2     1     5     4     5     4	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Discentified of Pattown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Itel Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	4 4 4 4 1 1 3 3 4 4 4 1 1 1 3 3 4 1 1 1 3 3 4 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 1 1 1 2 2 4 15 1 1 3 13 n 2 1 1 1 1 3 1 1 1 1 4 6	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1	1 5 5 5 1 1 1 1 1 5 5 1 1 1 1 2 2	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2 2 2	1	2 1 1 1	1 1 2 2 1 1 2 2 5	3 1 2 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 11 2 1 54 5 12 12 25 26 2 4 20 169
Civil Rights - Racial Profiling or Discrimin     1     2     1     2     1     1       Civil Rights - Sexual Harassment (TSA Employee)     1     1     2     1     1     2     1     5     4     5     4       Customer Service     1     1     2     1     1     2     1     5     4     5     4	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights	4 4 4 4 1 1 3 3 4 4 4 1 1 1 3 3 4 1 1 1 3 3 4 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 1 1 1 2 2 4 15 1 1 3 13 n 2 1 1 1 1 3 1 1 1 1 4 6	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1	1 5 5 5 1 1 1 1 1 5 5 1 1 1 1 2 2	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2	1	2 1 1 1	1 1 2 2 1 1 2 2 5	3 1 2 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 21 9 9 3 3 3 48 5 38 5 9 8 1 13 2 6 1 1 1 2 1 54 5 12 12 25 26 2 4 20 169 12
Civil Rights - Sexual Harassment (TSA Employee)         1           Customer Service         1         1         2         1         1         2         1         5         4         5         4	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dist Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights - Constitutional Rights	4 4 4 4 1 1 3 3 4 4 4 1 1 1 3 3 4 1 1 1 3 3 4 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 1 1 1 2 2 4 15 1 1 3 13 n 2 1 1 1 1 3 1 1 1 1 4 6	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 5 1 1 1 2 2 2	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2	1	2 1 1 1	1 1 2 2 1 1 2 2 5	3 1 2 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 9 9 3 3 48 5 38 5 9 8 1 1 13 2 6 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1
Customer Service 1 1 1 2 1 1 5 4 5 4	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling (PWD) - Mobilities (PWD) Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights - Constitutional Rights Civil Rights - Headwear	4 4 4 4 1 3 4 4 1 1 3 3 4 1 1 3 4 1 1 1 3 4 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 1 1 1 2 2 4 15 1 1 3 13 n 2 1 1 1 1 3 1 1 1 1 4 6	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 5 1 1 1 2 2 2 8 4	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2 2 1	1 14 2	2 1 1 1	1 1 2 2 1 1 25 1	3 1 2 1 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 12 12 2 5 12 12 25 26 2 4 20 169 12 1
Customer Service 1 1 1 2 1 1 5 4 5 4	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling (PWD) - Mobilities (PWD) Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights - Constitutional Rights Civil Rights - Headwear	4 4 4 4 1 3 4 4 1 1 3 3 4 1 1 3 4 1 1 1 3 4 1 1 1 1	ender	1 2 1 2 7 2 7 1 1 2 2 1 1 1 2 2 4 15 1 1 3 13 n 2 1 1 1 1 3 1 1 1 1 4 6	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 1 1 1 1 1 1 1 1 1 1	1 5 5 1 1 1 1 1 5 1 1 1 2 2 2 8 4	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2 2 1	1 14 2	2 1 1 1	1 1 2 2 1 1 25 1	3 1 2 1 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1
	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Discentification Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Service - Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged I Property - Special Handling - Damaged I Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	3 7- Not Transge 4 4 4 1 1 3 3 arrayed Items- 3 3 3 arrayed Items- 1 1 1 1 1 1 1 1 2 1 6 1 1 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender	1 2 1 2 7 7 1 1 2 2 4 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 3 3 2 1 1 3 3 3	1 5 5 1 1 1 1 1 5 1 1 1 2 2 2 8 4	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 1 2	1 1 2 2 1	1 14 2	2 1 1 1	1 1 2 2 1 1 25 1	3 1 2 1 1 1	2 2 2 2 2 4 1 1	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 12 12 2 5 12 12 25 26 2 4 20 169 12 1
Qualitrical delivine - Colvi	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Distention Patdown - Flyer Patdown - Non-Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Service - Persons w/ Disabil	3 7- Not Transge 4 4 4 1 1 3 3 arrayed Items- 3 3 3 arrayed Items- 1 1 1 1 1 1 1 1 2 1 6 1 1 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender	1 2 1 2 7 7 1 1 1 2 2 4 1 5 1 1 1 1 1 1 2 2 4 1 1 1 1 1 1 1 1 2 2 4 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 2 1 1 1 1 2 1 1 1 1	1 5 5 1 1 1 1 1 5 5 1 1 1 1 2 2 2	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 2 8 8	1 1 2 2 1 1 1	14 2	1 1 1 1 1 1 12	1 1 2 2 1 1 25 1 1	3 1 2 1 1 1 33 1	2 2 2 2 3 1 2	9 1 1 1 22 1 21 9 9 3 3 48 5 38 5 9 8 1 13 2 6 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2
1	Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Discentified on the pattern of t	3 7- Not Transge 4 4 4 1 1 3 3 arrayed Items- 3 3 3 arrayed Items- 1 1 1 1 1 1 1 1 2 1 6 1 1 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ender	1 2 1 2 7 7 1 1 1 2 2 4 1 5 1 1 1 1 1 1 2 2 4 1 1 1 1 1 1 1 1 2 2 4 1 1 1 1	2 1 1 3 3 3 7 4 4 3 2 2 2 2 2 1 1 3 3 2 1 1 1 1 2 1 1 1 1	1 5 5 1 1 1 1 1 5 5 1 1 1 1 2 2 2	1 2 2 4 1 3 3 1 1 1 1 6 6 2 2 2 3 3 1 2 8 8	1 1 2 2 1 1 1	14 2	1 1 1 1 1 1 12	1 1 2 2 1 1 25 1 1	3 1 2 1 1 1 33 1	2 2 2 2 3 1 2	9 1 1 1 22 1 21 9 9 3 3 3 48 5 38 5 9 8 1 13 2 6 1 14 2 1 54 5 12 12 12 25 6 2 4 20 169 12 1 2 8

ories	10-Oct	11-Nov	12-Dec	act Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	10-001	11-1404		1 2			2		5	4			2
		1		1 2	ı								
Expedited Passenger Screening Program						3		8	5	18	23	19	7
Expedited Passenger Screening Program						1							
Expedited Passenger Screening Program			ram			1				1			
Expedited Passenger Screening Program	- TSA PreCl	neck				1	2	8	5	17	20	16	6
Identification (ID) Requirements						1							
Identification (ID) Requirements - ID Match	ning Ticket a	and Boardin	g Pass Is	sues		1							
Locks							1						
Locks - General							1						
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property	1			3			'	1				1	
Mishandling of Passenger Property - Dama		a Itoma C		1				- '					
	0	g itemsC						4					
Mishandling of Passenger Property - Dam				2				1					
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsUr	nspecified	Luggage								1	
No Jurisdiction					1	1		1				1	
No Jurisdiction - Refer to Other					1	1		1				1	
Patdown	1											1	
Patdown - Flyer												1	
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)		1					2	1	1	1	1	2	
Persons w/ Disabilities (PWD) - General								1	•	1			
. ,	maairmant	1						- '		- '			
Persons w/ Disabilities (PWD) - Hearing In			and Madi	! Complies								4	
Persons w/ Disabilities (PWD) - Medically							2		1		1		
Persons w/ Disabilities (PWD) - Mobility D	- , ,		air or Scoo									1	
Property - Special Handling	5	1		1		2				1			
Property - Special Handling - Damaged Ite	1			1			1				2	4	
Property - Special Handling - Damaged Ite	1	1				1							
Property - Special Handling - Missing Item	s - Carry-Or	า										1	
Property - Special Handling - Missing Item	3					1				1			
Screening	1	1		1	2				1		1	3	1
Screening - Opposite Gender												1	
Screening - Procedures/Process	1			1	2				1		1		
Screening - Shoe Screening	- '	1		1					- '		- '		
2022	30	51	4	1 32	42								19
			4		42								18
Civil Rights	1	3		1									
Civil Rights - National Origin				1									
Civil Rights - Racial Profiling or Discrimina	1	3											
Customer Service	5	7	;	3 6									
Customer Service - TSO	5	7	;	3 6									
Expedited Passenger Screening Program	22	35	30	) 19	37								14
Expedited Passenger Screening Program	1	7		5 1	1								
Expedited Passenger Screening Program	21	28	2		36								1:
Identification (ID) Requirements	21	20			30								- 1.
` ' '	_			1									
Identification (ID) Requirements - Domesti	С				4								
Locks				1	1								
Locks - Missing or Damaged Lock				1	1								
No Jurisdiction		2		1									
No Jurisdiction - No Referral		1											
No Jurisdiction - Refer to CBP		1											
No Jurisdiction - Refer to Other				1									
	1	1		2 1									
Patdown		1		1 1									
Patdown - Flyer	1												
Patdown - Flyer	1												
Patdown - Flyer Patdown - Flyer as Observer	1												
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1			1 2									
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General				1 2 1									
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication		1 2 1									
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	Necessary I	Medication		1 2 1									
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication		1 2 1 c 1	2								
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	Necessary lersion (pain/	Medication (trauma)		1 2 1 c 1									
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	Necessary lersion (pain/	Medication (trauma) 2 On		1 2 1 c 1	2								
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Necessary lersion (pain/ems - Carry-ls - Carry-C	Medication (trauma) 2 On	and Medi	1 2 1 c 1	2 1 1								
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	Necessary lersion (pain/	Medication (trauma) 2 On	and Medi	1 2 1 c 1 1 1	2								
Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Necessary lersion (pain/ems - Carry-ls - Carry-C	Medication (trauma) 2 On	and Medi	1 2 1 c 1	2 1 1 2								

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT		2	4	4		1	1		1		2	3	1:
2019				3		1	1					1	(
Customer Service				1								1	
Customer Service - TSO				1								1	
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property				1			1						
Mishandling of Passenger Property - Dam	naged/Missin	ng ItemsC	hecked Ba	ξ 1			1						
Patdown						1							
Patdown - Flyer						1							
2020			2								1	2	
Civil Rights												2	
Civil Rights - Hair Patdowns												2	
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	naged/Missin	ng ItemsC	hecked Ba	ggage							1		
Property - Special Handling			1										
Property - Special Handling - Damaged It	ems - Check	red	1										
2021			1	1					1		1		
Expedited Passenger Screening Program									1		1		
Expedited Passenger Screening Program	- TSA PreC	heck							1		1		
No Subject				1									
No Subject - General				1									
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - General			1										
2022		2	1										:
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program	- TSA PreC	1	1										
Screening		1											
Screening - Procedures/Process		1											

		TS	A Contact	Center (TC	C) Data Too	I - FOIA							
tegories	10-Oct 1	1-Nov	12-Dec	01-Jan 0	)2-Feb 0	3-Mar (	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	51	54	73	99	73	51	43	37	47	61	55	64	708
2019				26	20	24	21	21	23	36	13	23	207
Civil Rights					2				2				4
Civil Rights - Age					1								1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1				1				
													1
Civil Rights - Sexual Orientation - Not Tra	isgerider								1				1
Customer Service				5	4	4	3	3	4	9			39
Customer Service - Others					1			1		2			6
Customer Service - TSO				5	3	4	3	2	4	7	5		33
Locks				1		2				3		1	7
Locks - Missing or Damaged Lock				1		2				3		1	7
Lost and Found					1		2						3
Lost and Found - Airport/TSA					1		2						3
Mishandling of Passenger Property				10	8	9	3	7	7	8	2	8	62
Mishandling of Passenger Property - Dam	aned/Missing I	temsCar	ry-on Luga			-		1	- '	1		1	3
					7	0	0					7	
Mishandling of Passenger Property - Dam				10	7	8	2	4	5	6	2	- /	51
Mishandling of Passenger Property - Dam				ıggage		1		1					2
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on o	r Checked		1		1	1	2	1			6
Patdown					1		1	2	1	1		1	7
Patdown - Flyer					1		1	1		1		1	5
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer								1					1
				1			- 1	'	1	-		1	5
Persons w/ Disabilities (PWD)				ı			1		I	1		1	
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically		dication a	ind Medical	Supplies					1			1	2
Persons w/ Disabilities (PWD) - Service A				1									1
Property - Special Handling				7	3	5	7	6	6	13	4	10	61
Property - Special Handling - Damaged Ite	ems - Carry-On	1						1	1	1			3
Property - Special Handling - Damaged Ite	ome - Checked			1		3		2		3	2	2	13
				ı		3	0						
Property - Special Handling - Missing Item							3	1	2	3		3	12
Property - Special Handling - Missing Item	is - Checked			6	3	2	4	2	3	6	2	5	33
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				2	1	4	4	2	2	1		2	18
Screening - Cruise Ships						1							1
Screening - Inconsistency							1	1					2
Screening - Procedures/Process				1	1	3	3	1	2	1		2	14
Screening - Retrieving Abandoned/Confise	cated Items			1									1
2020		20	07		23	40	2	1	7	40	45	44	
	20	20	27	35	23	13		1		10		11	184
Civil Rights			1	2						1		3	8
Civil Rights - Racial Profiling or Discrimina			1	2						1	1	2	7
Civil Rights - Sex/Gender/Gender Identity	Not Transgen	der										1	1
Customer Service	1	3	5	5	3	3	1			1	3	2	27
Customer Service - Others					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO	1	3	5	5	1	3	1			1	2	2	24
Locks			2	1	2	1	•			•			6
Locks - Missing or Damaged Lock			2	1	2	1							6
ŭ ŭ	4			ı		- 1						4	
Lost and Found	1				2							1	4
Lost and Found - Airport/TSA	1				2							1	4
Mishandling of Passenger Property	5	6	8	8	6	1			4		3	3	44
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1		1								2
Mishandling of Passenger Property - Dam	5	5	7	8	5	1			4		3	3	41
Mishandling of Passenger Property - Disa	rraved Item	1											1
Patdown	,		2		1	1							4
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	0	4			ı				4	4		4	
,	2	1	1	3		3			1	1		1	13
Persons w/ Disabilities (PWD) - Autism Sp		1											1
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically	2			1		2							5
Persons w/ Disabilities (PWD) - Mobility D	) Disability (Not V	Vheelchai	r or Scoote	r)						1			1
		o.onull		1					1				2
Persons w/ Disabilities (DM/D) - Service A									I			4	
Persons w/ Disabilities (PWD) - Service A	nimals	awe.										1	1
Persons w/ Disabilities (PWD) - Wheelcha	nimals air/ Scooter/ Se		_	4.5								!	
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	nimals air/ Scooter/ Se 8	6	5	10	5	3			1	5	7	'	50
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	nimals air/ Scooter/ Se 8 ems - Carry-On	6		1					1			'	1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	nimals air/ Scooter/ Se 8 ems - Carry-On	6	5	1	5	3			1	5		' 	
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	nimals air/ Scooter/ Se 8 ems - Carry-On	6		1					1			'	1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2	6		1	1	2					3 2	'	1 14
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4	6 1 1 5	3	1 1 2 6	1 1 3	2	1	1	1	2	3 2 2	1	1 14 10 25
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3	1 5 4	3	1 1 2	1	2	1	1		2	3 2 2	1	1 14 10 25 28
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3	6 1 1 5	3	1 1 2 6	1 1 3	2	1	1	1	3 2	3 2 2 1		1 14 10 25 28 1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3	1 5 4	3	1 1 2 6 6	1 1 3 4	2	1	1	1	2	3 2 2 1	1	1 14 10 25 28 1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	1 5 4	2 3	1 1 2 6 6	1 1 3 4	2 1			1	2 3 2	3 2 2 1		1 14 10 25 28 1 2
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1	1	1 1	2 3 2 1	3 2 2 1	1	1 14 10 25 28 1 2 5
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	1 5 4	2 3	1 1 2 6 6	1 1 3 4	2 1	1 20	1 15	1	2 3 2	3 2 2 1		1 14 10 25 28 1 2 5 20
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1	1	1 1	2 3 2 1	3 2 2 1	1	1 14 10 25 28 1 2 5
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1 20	1 15	1 1	2 3 2 1	3 2 2 1	1	1 14 10 25 28 1 2 5 20
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights - Constitutional Rights	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	6 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	1	1 <b>20</b> 1	1 15 2 1	1 1	2 3 2 1	3 2 2 1 1 27	1	1 14 10 25 28 1 2 5 20 172 4
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee	1 5 4 1 1 3 9	3 2 3 3	1 1 2 6 6 6	1 1 3 4	1 1 14	1 20 1	1 15 2 1	1 1 17	2 3 2 1 1 1 15	3 2 2 1 1 27 1	30	1 14 10 25 28 1 2 5 20 172 4 1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee  3 11	6 1 5 4 1	3 2 3	1 1 2 6 6 6	1 1 3 4	2 1 1 1 1 14	1 <b>20</b> 1	1 15 2 1 1	1 1	2 3 2 1	3 2 2 1 1 27 1 1 5	1	1 14 10 25 28 1 2 5 20 172 4 1 3 46
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	nimals air/ Scooter/ Se 8 ems - Carry-On 2 4 3 oyee  3 11	1 1 5 4 1 1 3 9 9	3 2 3 3 1	1 1 2 6 6 6	1 1 3 4 2 2 7	2 1 1 1 14 4 1	1 20 1	1 15 2 1	1 1 17 5	2 3 2 1 1 1 15	3 2 2 1 1 1 27 1 1 5 1 5 1	30 6	1 14 10 25 28 1 2 5 20 172 4 1 3 46
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	nimals air/ Scooter/ Se 8 ems - Carry-On 2 2 4 3 oyee  3 11	1 5 4 1 1 3 9	3 2 3 3	1 1 2 6 6 6	1 1 3 4 2 2 7	1 1 1 14 4 1 3	1 20 1 1 3	1 15 2 1 1 1	1 1 17 5 5 5	2 3 2 1 1 1 15 5	3 2 2 1 1 27 1 1 5 1 4	30 6	1 14 10 25 28 1 2 5 20 172 4 1 3 46 5
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process  2021 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	nimals air/ Scooter/ Se	1 1 5 4 1 1 3 9 9	3 2 3 3 1	1 1 2 6 6 6	1 1 3 4 2 2 7	2 1 1 1 14 4 1	1 20 1	1 15 2 1 1	1 1 17 5	2 3 2 1 1 1 15	3 2 2 1 1 27 1 1 5 1 4 15	30 6	1 14 10 25 28 1 2 5 20 172 4 1 3 46

egories	10-Oct 1	1-Nov	TSA Contac 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Expedited Passenger Screening Program									1			1	
Expedited Passenger Screening Program			J	1		1 4	3	3	7	4	13		
Expedited Passenger Screening Program			s - Opt In			-	1		,	-	1		
Hazardous Materials Safety	. 5. 15115 En		- Opt 111				1		1				
Hazardous Materials Safety - General							1		1				
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property	1	1				1	2	. 1			2		
Mishandling of Passenger Property - Dam		1				1	2				2		
Mishandling of Passenger Property - Disa				1				1					
No Jurisdiction	liayed itemst	Jan y-or	TOT OTTOOKO	4			1						
No Jurisdiction - Refer to CBP							1						
Patdown	1						- 1	2				3	
Patdown - Flyer	1							2				3	
Persons w/ Disabilities (PWD)	'					l					1	3	
Persons w/ Disabilities (PWD) - General								1			- 1		
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D	Devices Attack	had to th	ne Body			l		A					
` ,				or)				1			4		
Persons w/ Disabilities (PWD) - Mobility D	ภอสมแบง (เพอโ พ ไ	vileeich	iaii Ui SCOOT								1		
Prohibited & Permitted Items				1								1	
Prohibited & Permitted Items - Food/Beve												1	
Prohibited & Permitted Items - Liquids/Ge	is/Aerosols	_		1		_	_	_					
Property - Special Handling	1	2				3			1	1	1	5	
Property - Special Handling - Damaged Ite							1		1			2	
Property - Special Handling - Damaged Ite		2					2			1			
Property - Special Handling - Missing Item						2		3			1		
Property - Special Handling - Missing Item						1						3	
Screening	1	3		1			3	2	1	3	2	1	
Screening - Inconsistency							1					1	
Screening - Lengthy Lines						1		1		3			
Screening - Procedures/Process	1	3		1		1	2	1	1		2		
2022	20	25	45	32	23	3							•
Civil Rights		1		1									
Civil Rights - Racial Profiling or Discrimina				1									
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											
Customer Service	4	2	6	1	2	2							
Customer Service - Others			1										
Customer Service - TSO	4	2	5	1	2	2							
Expedited Passenger Screening Program	11	15	31	25	2								
Expedited Passenger Screening Program	- Active Duty N	/lilitary		1									
Expedited Passenger Screening Program		1		5	- 2	2							
Expedited Passenger Screening Program		14	30	18	18	3							
Expedited Passenger Screening Program		nployee	: 1	1									
Identification (ID) Requirements		1											
Identification (ID) Requirements - Domesti	ic	1											
Lost and Found				1									
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
No Jurisdiction	1												
No Jurisdiction - Refer to CBP	1												
Patdown	'		1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)			2										
Persons w/ Disabilities (PWD) - Medically	Necessary Ma	dication											
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A		JuluatiOl	1										
` ,													
Property Special Handling	2 oma Chaal	2											
Property - Special Handling - Damaged Ite		1											
Property - Special Handling - Missing Item		1											
Property - Special Handling - Missing Item			1										
Screening	1	4		4									
Screening - Inconsistency			1										
Screening - Inconsistency Screening - Lengthy Lines			1	1									

Catagorias	40.0-4		SA Contac					05.14	00 1	07 1	00 4	00.0	T-4-1
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	152	135	146	171	187	104	74	84	83	129	128		1,507
2019				39	33	40	38	36	30	48	36	33	333
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				4	1	5		4		2	1	1	18
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimina	l ation			3		3		4		1	1	1	13
Civil Rights - Sex/Gender/Gender Identity-		ndor		1	1	3				1	- '		3
	- Not Transye	nuei				7		4					
Customer Service				5	6	7	8	4	2	7	8	2	49
Customer Service - Others						1		1	1	2			5
Customer Service - TSO				5	6	6	8	3	1	5	8	2	44
Locks				1	2	2	4	1	3	4	5	2	24
Locks - Missing or Damaged Lock				1	2	2	4	1	3	4	5	2	24
Lost and Found				1			1		1	1			4
Lost and Found - Airport/TSA				1			1		1	1			4
Mishandling of Passenger Property				9	7	8	4	8	10	9	10	10	75
Mishandling of Passenger Property - Dam	  agod/Missing	ttome C	orny on Lug	4	,	0		0	10	1	2		
					_	_			•				8
Mishandling of Passenger Property - Dam				5	7	7	3	5	8	6	6		54
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked			1	1	3	2	2	2		13
Patdown				2	1	2	3	1	2	3	2	3	19
Patdown - Flyer				2	1	2	3	1	2	3	2	3	19
Persons w/ Disabilities (PWD)				4	4	1	4		2	1	2		18
Persons w/ Disabilities (PWD) - Autism S	nectrum			1	1								2
Persons w/ Disabilities (PWD) - Diabetes				•	1								1
		ooings/AA	neke		1						4		
Persons w/ Disabilities (PWD) - Diapers/0	วสเกเยกเร/Dre I	ssings/Ma	151/5								1		1
Persons w/ Disabilities (PWD) - General	l				1								1
Persons w/ Disabilities (PWD) - Medically					1		3			1			5
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	air or Scoot	2		1			1				4
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates								1				1
Persons w/ Disabilities (PWD) - Service A							1						1
Persons w/ Disabilities (PWD) - Wheelcha		Segway		1							1		2
Property - Special Handling	I	Jogway		9	9	10	10	13	6	15	5	8	85
		<b>&gt;</b>			9			13	0				
Property - Special Handling - Damaged Ite				1		2	2			3	1	1	10
Property - Special Handling - Damaged Ite				3	4	2	4	3	1	3	2		22
Property - Special Handling - Missing Item				3	1	1		5	1	2		1	14
Property - Special Handling - Missing Item	ns - Checked			2	4	5	4	5	4	7	2	6	39
Screening				4	3	5	3	5	4	6	3	7	40
Screening - Children							1						1
Screening - Crew Member or Airline Empl	ovee			1									1
Screening - Inconsistency	l			1					1	2			4
					4				- 1				
Screening - International Screening					1								1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process				1	1	5	1	5	3	3	3	7	29
Screening - Retrieving Abandoned/Confise	cated Items			1									1
Screening - Security Breach										1			1
2020	38	24	39	32	33	35	5	6	6	22	17	19	276
Civil Rights	1	1	4	1	5	1				1		2	16
Civil Rights - Age			1	•		•				•			1
Civil Rights - Age  Civil Rights - Constitutional Rights	1		'		1								2
	'			4	'								
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimina		1	2		4	1				1		1	10
Civil Rights - Sex/Gender/Gender Identity-	<ul> <li>Not Transge</li> </ul>	ender	1									1	2
Customer Service	1	1	1	5	4	3	2	1		4	4	1	27
Customer Service - TSO	1	1	1	5	4	3	2	1		4	4	1	27
Locks	3	2		2		2		1		2		2	19
Locks - Missing or Damaged Lock	3	2	4	2		2		1		2		2	19
Mishandling of Passenger Property	11	6			^			2	1	4	7		
		б	6	9	9	13		2	1	4	/	6	74
Mishandling of Passenger Property - Dam	3			_	1			_					4
Mishandling of Passenger Property - Dam	7	4		7	8	9		2	1	4	6		57
Mishandling of Passenger Property - Disa		2		2		4					1	1	13
Patdown	1	4	4	3	3	1							16
Patdown - Flyer	1	4	4	3	2	1							15
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	1	4	2	3	3				2			19
Persons w/ Disabilities (PWD) - Diabetes		1	7										1
. ,	mpoirme t	ı	4										
Persons w/ Disabilities (PWD) - Hearing II		and the state of	1										1
Persons w/ Disabilities (PWD) - Medical D		ched to th	1										1
Persons w/ Disabilities (PWD) - Medically				2									4
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	1		1								2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts								1			1
Persons w/ Disabilities (PWD) - Touch Av						1							2
Persons w/ Disabilities (PWD) - Visual Im						•				1			1
Persons w/ Disabilities (PWD) - Wheelcha			1		2	2							6
. ,		0		^			0	1	A	^	4		
Property - Special Handling	11	8		8	7	7	2	1	4	6			73
Property - Special Handling - Damaged Ite		1	1		1		1			1	1	2	8
Property - Special Handling - Damaged Ite		4		1	3	2			1	3	2	2	25
Property - Special Handling - Missing Item	1	2	2	3	1	1	1						11
Property - Special Handling - Missing Item		1	6	4	2	4		1	3	2	1		29
Screening	6	1	5	2	2	5	1	1	1	3		4	32
Screening - Crew Member or Airline Empl		'							1		'		1
	1				1	1		1	- 1	1			5
Screening International Screening	1				1	1		1		1			
Screening - International Screening				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	5	1	4	1	1	4	1			2		4	24
		22	11	17	29	29	31	42	47	59	75	62	447
2021	23	22	- 11	.,,								V-	/

Outronic					(TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	1			- 2	2				1	3	4	4	15
Civil Rights - Constitutional Rights										1	1	1	3
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrimin	1									1	2	1	6
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender							1		1	1	3
Civil Rights - Sexual Orientation - Not Tra	nsgender											1	1
Claims					1								1
Claims - General					1								1
Customer Service	2		4	7 6	3 9	4	4	12	10	5	8	7	78
Customer Service - CSM				1									1
Customer Service - Others				1 '	1							1	4
Customer Service - TCC				1									1
Customer Service - TSO	2				5 8	4	4	12	10	5	8	6	72
Duplicate E-mail				т (	,			12	10	- 0	2		2
Duplicate E-mail - General											2		2
				1		6	10	17	10	22			
Expedited Passenger Screening Program	D-D			I	6	6	10	17	19	32	43		171
Expedited Passenger Screening Program		e' D.				0	4			0		1	1
Expedited Passenger Screening Program						2	1			2		2	7
Expedited Passenger Screening Program				1	(	4	9	17	19	30	43		162
Expedited Passenger Screening Program	- TSA/DHS	Employe	es - Opt In									1	1
Identification (ID) Requirements											1	1	2
Identification (ID) Requirements - Domes											1		1
Identification (ID) Requirements - Real ID												1	1
Locks	1		1				1			1			4
Locks - Missing or Damaged Lock	1		1				1			1			4
Lost and Found					3								3
Lost and Found - Airport/TSA				3	3								3
Mishandling of Passenger Property	8		4		3	2	4		1	1	1	1	25
Mishandling of Passenger Property - Dan			2		2		1		1			1	9
Mishandling of Passenger Property - Dan	6		1		1		1			1	1		12
Mishandling of Passenger Property - Disa			1				2						4
No Jurisdiction	'				1								2
No Jurisdiction - Refer to Other													2
No Subject					1								1
No Subject - General					1		-						1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - Gene							1						1
Patdown	1					4			1	3		2	13
Patdown - Children						1					1		2
Patdown - Flyer	1					3			1	3		2	10
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1		1				3		1	2		1	9
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medicall	/ Necessary	Medicati	on and Medi	cal Supplies	S		1						1
Persons w/ Disabilities (PWD) - Mobility	Disability (N		1										1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Cas	ts				1					1	2
Persons w/ Disabilities (PWD) - Respirat	ory and Inha	ler Equip	ment							1			1
Persons w/ Disabilities (PWD) - Visual In	pairment									1			1
Persons w/ Disabilities (PWD) - Wheelch	1												1
Prohibited & Permitted Items					1						2		4
Prohibited & Permitted Items - General					1						1		3
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols										1		1
Property - Special Handling	6		5	1 2	2 2	5	4	5	9	10	10	5	64
Property - Special Handling - Damaged I				 1	1			1	8	6			28
Property - Special Handling - Damaged I			3					1		1			10
Property - Special Handling - Missing Iter			1					3		2		2	14
Property - Special Handling - Missing Iter						3	4	0	1	1			12
Screening	3		7 2	2 2	2 5		4	8	5	2			52
Screening - Children	- 3		'		-	1		0	J				1
Screening - Inconsistency					2			4					7
				4					4				
Screening - Lengthy Lines			•	1	1	1		1	1				5
Screening - Opposite Gender			_									1	1
Screening - Procedures/Process	3		6	1 '		5	4	3	4	2	2	3	36
Screening - Retrieving Abandoned/Confis	cated Items			•									1
Screening - Security Breach			1										1
2022	91	8	9 90	6 83	3 92								451
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights			3		l 1								5
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimin	ation		1	•									2
Civil Rights - Sex/Gender/Gender Identity			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	11			6 5	5 5								35
Customer Service - TSO	11			6 5									35
Expedited Passenger Screening Program	53		4 80										329
Expedited Passenger Screening Program			1	. 30	, 15								1
Expedited Passenger Screening Program				3 6	3								25
Expedited Passenger Screening Program			6 72	2 52	2 71								302
Expedited Passenger Screening Program	I - I SA/DHS T		1										1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found			1										1
Lost and Found - Airport/TSA	I .		1										1

			TSA Conta	ct Center (*	TCC) Data	Tool - FOL	A .						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
No Jurisdiction	1			1									
No Jurisdiction - Refer to Other	1			1									
Patdown	2		1	1	3								
Patdown - Flyer	1		1	1	3								
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)	3	3	1		1								
Persons w/ Disabilities (PWD) - Diabetes		1											
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	ressings/Ma	1										
Persons w/ Disabilities (PWD) - Medical I	1	1											
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)				1								
Persons w/ Disabilities (PWD) - Mobility [	1												
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	1											
Prohibited & Permitted Items	1												
Prohibited & Permitted Items - Liquids/Ge	1												
Property - Special Handling	8	5	7	9	5								3
Property - Special Handling - Damaged It	3	3	3	1	4								
Property - Special Handling - Damaged It	3				1								
Property - Special Handling - Missing Iten	т 1	2	2	6									
Property - Special Handling - Missing Iten	т 1		2	2									
Screening	11	4	1	8	2								2
Screening - Inconsistency	3												
Screening - Lengthy Lines	1												
Screening - Procedures/Process	6	3	1	8	2								2
Screening - Retrieving Abandoned/Confis	1												
Screening - Security Breach		1											

			ISA Conta	ct Center (	ICC) Data	001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLN	1				1		1				2	2	
2019											1	1	:
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage							1		
2021	1						1				1	1	
Expedited Passenger Screening Program											1	1	
Expedited Passenger Screening Program	- TSA Appl	cation Pro	gram								1		
Expedited Passenger Screening Program	- TSA PreC	heck										1	
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage			1						
Property - Special Handling	1												
Property - Special Handling - Missing Iter	1												
2022					1								
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	heck			1								

			SA Contact C		•								
Categories	10-Oct	11-Nov	12-Dec 0	1-Jan 0	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	98	99	95	82	94	56	56	62	83	88	95	78	986
2019				19	21	30	30	33	39	35	37	28	272
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Civil Rights					1		1	1	2	1	1	1	8
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimina	ation						1	1		1	1		4
		to					- 1	- '	1	- 1	- 1		
Civil Rights - Screening of Religious or Cu		ils							ı				1
Civil Rights - Sexual Orientation - Not Tra	nsgender				1								1
Customer Service				2	3	5	3	4	6	12	6	2	43
Customer Service - Others					1	1	1		1	4	1		9
Customer Service - TSO				2	2	4	2	4	5	8	5	2	34
Locks				2	3	1	3	1	3	2	1		16
Locks - Missing or Damaged Lock				2	3	1	3	1	3	2	1		16
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				5	10	5	5	6	9	6	13	12	71
Mishandling of Passenger Property - Dam	l Jaged/Missing	Itams Car	rry on Luggaa		10						2	12	2
				4	7	5	3	E	8	6	9	11	
Mishandling of Passenger Property - Dam					- /	5	3	5	8	0		- 11	58
Mishandling of Passenger Property - Dam											1		1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	r Checked	1	3		2	1	1		1	1	10
Patdown						3	1	2	2	3	2	1	14
Patdown - Flyer						2	1	2	2	3	2	1	13
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				3		2	1	3	2	1	1		13
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental	Disability					1	1				2
Persons w/ Disabilities (PWD) - Diabetes	p		-7	1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edication a	and Medic	1		1							2
		eulcalion a	illu ivieuic			- 1			4				
Persons w/ Disabilities (PWD) - Metal Imp		MAZIL A A LA LA A S	0						1				1
Persons w/ Disabilities (PWD) - Mobility [						1	1						2
Persons w/ Disabilities (PWD) - Respirato			nt					1					1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)		1									1
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway								1			1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Marijuana												1	1
Property - Special Handling				6	3	11	9	10	4	2	5	5	55
Property - Special Handling - Damaged Ite	I ems - Carry-O	n		1		1	2	1		1			6
Property - Special Handling - Damaged Ite				'	1	3	2	3			2	1	12
Property - Special Handling - Missing Item		u			1	3	1	J	1		1	1	8
				_						4			
Property - Special Handling - Missing Item	is - Criecked			5	1	4	4	6	3	1	2	3	29
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				1	1	3	7	5	10	8	8	5	48
Screening - Children										1			1
Screening - Inconsistency							1		2	1	2	2	8
Screening - Lengthy Lines								1	1	1			3
Screening - Procedures/Process				1	1	2	4	4	7	4	6	3	32
Screening - Retrieving Abandoned/Confis	cated Items						2			1			3
Screening - Security Breach						1							1
2020	36	30	31	27	15	18	3	7	14	12	20	13	226
Civil Rights	1	2	• • •			1	•	•	1	1			6
Civil Rights - National Origin	1					- '							1
Civil Rights - Racial Profiling or Discrimina		2				4				4			
						1				1			4
Civil Rights - Sex/Gender/Gender Identity									1				1
Customer Service	6	5	5	8	1	4	1	1	1	1	3	5	41
Customer Service - Others	1			1									2
Customer Service - TSO	5	5	5	7	1	4	1	1	1	1	3	5	39
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domest	ic										1		1
Locks	1	4		2						2			9
Locks - Missing or Damaged Lock	1	4		2						2			9
Lost and Found					2								2
Lost and Found - Airport/TSA					2								2
Mishandling of Passenger Property	9	7	13	4	4	6	1		5	2	4	1	56
Mishandling of Passenger Property - Dam			2	4	4	0	ļ.		3		4		2
				4						-			
Mishandling of Passenger Property - Dam	6	6	11	4	3	4	1		5	1	3	1	45
Mishandling of Passenger Property - Disa		1			1	2				1	1		9
Patdown	1				2					1	2		6
Patdown - Flyer	1				1					1	2		5
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	6	4		4	1			1	1		3		20
Persons w/ Disabilities (PWD) - Autism S	pectrum				1								1
Persons w/ Disabilities (PWD) - Cognitive											1		3
Persons w/ Disabilities (PWD) - Diabetes	_							1					1
Persons w/ Disabilities (PWD) - Diapetes	1							1					<u>'</u>
	<u>'</u>	^		A									
Persons w/ Disabilities (PWD) - General	mnoir	2		1									3
Persons w/ Disabilities (PWD) - Hearing I									1				1
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility D		1		1							1		4
Persons w/ Disabilities (PWD) - Service A											1		1
Persons w/ Disabilities (PWD) - Wheelcha	2			2									4
Property - Special Handling	8	8	10	8	4	2	1	3	4	2	6	4	60
Property - Special Handling - Damaged Ite		2				1							3
	,					-							-

		TSA	Contact Center	(TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov 1	2-Dec 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It		2	2	1	1	<u> </u>	2	1	1			17
Property - Special Handling - Missing Iten		1	4	1 1				2			1	10
Property - Special Handling - Missing Iten		3	4	6 3		1	1	1	1	4	1	30
Request for Assistance	1											1
Request for Assistance - Other	1											1
Screening	3		3	1 1	5		2	2	3	1	3	24
	· ·											
Screening - Inconsistency	_		1					1				2
Screening - Procedures/Process	2		2	1 1	5		2	1	3	1	2	20
Screening - Security Breach	1										1	2
2021	18	6	9	5 11	8	23	22	30	41	38	37	248
Airline			•	•		1		1			0,	2
Airline - Policy/Regulations/Service						1		1				2
Animals						1						1
Animals - Carry-On						1						1
Civil Rights			2	1				2	1	1		7
<u> </u>			2	·								
Civil Rights - Constitutional Rights									1			1
Civil Rights - National Origin			1									1
Civil Rights - Racial Profiling or Discrimina	ation		1	1								2
Civil Rights - Sexual Orientation - Not Tra								1				1
	lisgender											
Civil Rights - Transgender Screening								1		1		2
Claims			1									1
Claims - General			1									1
Customer Service	3		2	2 5		1	2	9	11	6	4	45
	3			2 0	1	- 1					4	
Customer Service - Others							1	1				2
Customer Service - TCC									1			1
Customer Service - TSO	3		2	2 5	,	1	1	8	10	6	4	42
DHS TRIP						1						1
DHS TRIP - General						1						1
Expedited Passenger Screening Program				1	3	4	9	11	14	19	26	87
Expedited Passenger Screening Program	- DoD									2		2
Expedited Passenger Screening Program		otion Program	n	1	4	1	1	1	1			
			II .			1	1	1	1		5	12
Expedited Passenger Screening Program					2	3	8	10	13	15	21	72
Expedited Passenger Screening Program	- TSA/DHS E	imployees - 0	Opt In							1		1
Identification (ID) Requirements					1							1
Identification (ID) Requirements - Real ID					1							1
					- 1							
Lost and Found	1		1									2
Lost and Found - Airport/TSA	1		1									2
Mishandling of Passenger Property	2	1	1	1	1	3	2		4	2	1	18
Mishandling of Passenger Property - Dam			1			1						2
		itemsc	ı									
Mishandling of Passenger Property - Dam		1			1	2			2		1	12
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	Checked	1			1		2			4
No Jurisdiction							1					1
No Jurisdiction - Refer to Other							1					1
Patdown						1	2	1	1			5
Patdown - Flyer						1	2	1	1			5
Persons w/ Disabilities (PWD)		1				1	1	2	2	2	2	11
Persons w/ Disabilities (PWD) - Diabetes										1	_	1
, ,												
Persons w/ Disabilities (PWD) - General							1		1			2
Persons w/ Disabilities (PWD) - Medical [	Devices - Atta	ched to the B	lody						1			1
Persons w/ Disabilities (PWD) - Medically	Necessary N	ledication an	d Medical Suppli	es		1		1			1	3
Persons w/ Disabilities (PWD) - Ostomy/0			- ''							1		1
								1				- 1
Persons w/ Disabilities (PWD) - Respirato		r Equipment						ļ				1
Persons w/ Disabilities (PWD) - Service A	nimals	1										1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway									1	1
Prohibited & Permitted Items								1	2			3
Prohibited & Permitted Items - Beauty & C	I Prooming Itom	10							1			1
	i	15										
Prohibited & Permitted Items - General								1				1
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sh	arp Objects							1			1
Property - Special Handling	7	4	1	1 1	2	7	3	1	5	3	3	38
Property - Special Handling - Damaged It		1		1		2		'		1		6
Property - Special Handling - Damaged It		1		1	2	4			1	1		12
Property - Special Handling - Missing Iten			1				1		1		1	6
Property - Special Handling - Missing Iten	3	2				1	1	1	3	1	2	14
Screening	5		1	2 2	! 1	3		2	1			25
				1		3					- 1	
Screening - Inconsistency				1			1			2		4
Screening - Military									1			1
Screening - Procedures/Process	3		1	2	. 1	3	1	1		3	1	16
Screening - Retrieving Abandoned/Confis								1				3
Screening - Shoe Screening				1								1
		63	55 3	31 47	'							240
2022	44											2
Civil Rights	<b>44</b>			1								
Civil Rights	1	00										1
Civil Rights  Civil Rights - Racial Profiling or Discrimina	1	00		1								1
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening	1			1								1
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service	1 1	1	7	1 3 5	1							1 20
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening	1			1	1							1
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO	1 1 4 4	1	7	1 3 5 3 5	i							1 20 20
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 4 4 29	1 1 46	7 7 38 2	1 3 5	i							1 20 20 163
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 4 4 29 - Active Duty	1 1 46 Military	7 7 38 2	1 3 5 3 5 23 27	i i							1 20 20 163 1
Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 4 4 4 29 - Active Duty	1 1 46 Military 10	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 1 4 4 4 29 - Active Duty	1 1 46 Military	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1
Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program	1 1 4 4 4 29 - Active Duty	1 1 46 Military 10	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22
Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22 140
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36 1	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22 140 1
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36 1	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22 140
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36 1	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22 140 1
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36 1	7 7 38 2 1	1 3 5 3 5 23 27								1 20 20 163 1 22 140 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36 1	7 7 38 2 1	1 3 5 3 5 3 5 23 27 3 24								1 20 20 163 1 22 140 1 1 1 1
Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender Screening Customer Service Customer Service - TSO Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	1 1 4 4 4 29 - Active Duty 5 24	1 1 46 Military 10 36 1	7 7 38 2 1	1 3 5 3 5 3 5 3 27 3 27								1 20 20 163 1 22 140 1 1 1

			ISA Contac	t Center (	ICC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	naged/Missir	3	1		1								Ę
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked	1									1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - Gener	ral			1									1
Patdown	2	1		1	3								7
Patdown - Children					1								1
Patdown - Flyer	2			1	2								Ę
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Food/Beve	erages	1											1
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Objec	1										1
Property - Special Handling	5	5	4	1	5								20
Property - Special Handling - Damaged It	ems - Carry	2	2		1								Ę
Property - Special Handling - Damaged It	1	1	1		2								5
Property - Special Handling - Missing Iten	ns - Carry-O	n	1										1
Property - Special Handling - Missing Iten	1 4	2		1	2								Ć
Screening	3	3	4	1	4								15
Screening - Inconsistency		1	1		1								3
Screening - Procedures/Process	3	2	3	1	3								12

			I SA CUIILA	ci Center (	ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX	1			1			1		2		1	1	7
2021							1		2		1	1	5
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1		2				3
Expedited Passenger Screening Program	- TSA PreC	heck					1		2				3
Screening												1	1
Screening - Procedures/Process												1	1
2022	1			1									2
Patdown				1									1
Patdown - Flyer				1									1
Screening	1												1
Screening - Procedures/Process	1												1

Catamaniaa	10.0	44.51				Tool - FOIA	• • •						
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	53	7	5 61		64		28	41	41	56			634
2019				8	15	18	11	15	14	23	16	12	132
Civil Rights						2	1		2		2		7
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina	ation					1					2		3
Civil Rights - Sex/Gender/Gender Identity		ender							1				1
Civil Rights - Transgender Screening						1			1				2
Customer Service					5	5	2	3	1	4	1	2	23
Customer Service - TSO					5		2	3	1	4			23
Locks				1	1			0	3	2		1	9
Locks - Missing or Damaged Lock				1	1				3	2			9
							4						
Mishandling of Passenger Property			0	2	3	2	1	2	1	3	4	4	22
Mishandling of Passenger Property - Dam								1					1
Mishandling of Passenger Property - Dam					3		1	1	1	3			17
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-o	n or Checke	( 1		1					2		4
Patdown						1		3	1	4			9
Patdown - Flyer						1		3	1	4			9
Persons w/ Disabilities (PWD)					1	2	1			5	1		10
Persons w/ Disabilities (PWD) - Autism S	oectrum									1			1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Imp	lants (ioint)									1			1
Persons w/ Disabilities (PWD) - Mobility D	. ,	t Wheelc	hair or Scoo	ter)		1				2			3
Persons w/ Disabilities (PWD) - Ostomy/0		A VVIICCIO	nan or occo	tor)		- '	1						1
		and Coat	-							1			1
Persons w/ Disabilities (PWD) - Prosthesi			.S			4				ı			
Persons w/ Disabilities (PWD) - Touch Av						1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1								1
Property - Special Handling				4	3	5	2	6	5	3		4	37
Property - Special Handling - Damaged Ite								1	1		1		3
Property - Special Handling - Damaged Ite	ems - Check	ed		2	1	3		1	1	2	1	2	13
Property - Special Handling - Missing Item	ns - Carry-Oi	n			1				1	1	1		4
Property - Special Handling - Missing Item				2	1	2	2	4	2		2	2	17
Screening				1	2		4	1	1	2			15
Screening - Inconsistency					1						1		2
Screening - Inconsistency Screening - Lengthy Lines					1								1
				4			4		4				
Screening - Procedures/Process				1		1	4		1	2	1	1	11
Screening - Security Breach								1					1
2020	13	19				12	1	1	4	6	6	7	125
Civil Rights			2	1	1					1			5
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation									1			1
Civil Rights - Sex/Gender/Gender Identity	Not Transg	ender		1									1
Civil Rights - Transgender Screening			1		1								2
Customer Service	2		1 4	3	3	2					1		16
Customer Service - TSO	2		1 4		3						1		16
Identification (ID) Requirements	1		1								·		2
	1		1										2
Identification (ID) Requirements - Domest									4				
Locks	3		1 2			2			1				9
Locks - Missing or Damaged Lock	3		1 2			2			1				9
Mishandling of Passenger Property	1		2 11	6	6	2			1	2		1	32
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	aged/Missii		2 10	4	3	2			1	1		1	24
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n 1	2	3					1			7
Patdown			4							1	1		6
Patdown - Flyer			3							1			5
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3		3 3										9
	1		3										
Persons w/ Disabilities (PWD) - Diabetes		//											1
Persons w/ Disabilities (PWD) - Diapers/0													1
Persons w/ Disabilities (PWD) - Medically			2 1										3
Persons w/ Disabilities (PWD) - Mobility D			1										2
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Property - Special Handling	3		4 2	1	2			1	1	2	4	4	26
Property - Special Handling - Damaged Ite	ems - Carry-	On				1						1	2
Property - Special Handling - Damaged Ite	ems - Checl		1		1						2		4
Property - Special Handling - Missing Item			1										2
Property - Special Handling - Missing Item			3 1	1	1	1		1	1	2	2	3	18
Screening			4 3		4		1		1			2	20
Screening - Inconsistency			. 3	· I	1		1		ı				1
			4 ^	4									
Screening - Procedures/Process	4		4 3	1	3	4			1			2	18
Screening - Retrieving Abandoned/Confis			_				1			_			1
2021	8		9 5	5	1	9	16	25	23	27	40	39	207
Additional Information Required/Insufficient Inf									1				1
Additional Information Required/Insufficient	nt Informatio	n - EMAIL	ONLY						1				1
Airline							1					1	2
Airline - Policy/Regulations/Service							1					1	2
Civil Rights							1	1	1	1	3		8
Civil Rights - Civil Rights Violation (TSA E	mplovee)							1					1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Constitutional Rights  Civil Rights - Racial Profiling or Discrimina	ation								1			1	
		ondor					4						2
Civil Rights - Sex/Gender/Gender Identity		ender.					1			1			2
Civil Rights - Sexual Orientation - Not Tra	nsgender										1		1
Civil Rights - Transgender Screening											1		1
Customer Service	1		2 2	5	1	1	3	2	2	2	4	2	27
Customer Service - Others							1						1
Customer Service - TSO	1		2 2	5	1	1	2	2	2	2	4	2	26
Expedited Passenger Screening Program						5	6	14	7	15			97

Categories	10-Oct 1	1-Nov 1	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	- TSA Applica	tion Progran	n			1						•	1
Expedited Passenger Screening Program	- TSA PreChe	ck				4	4 5	12	6	14	18	26	8
Expedited Passenger Screening Program	- TSA/DHS Er	nployees - (	Opt In								1		
Locks												1	
Locks - General												1	
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property	3	4	2						2	1	1		1
Mishandling of Passenger Property - Dam			1							- '	1		
											- 1		
Mishandling of Passenger Property - Dam		4	1										
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked				1		2				
Patdown	1							1				1	1
Patdown - Flyer	1							1				1	1
Persons w/ Disabilities (PWD)		1						2	2		3		
Persons w/ Disabilities (PWD) - Autism Sp	pectrum								1				
Persons w/ Disabilities (PWD) - Diabetes											2		
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1											
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates							2			1		
Persons w/ Disabilities (PWD) - Touch Av		auma)							1				
Prohibited & Permitted Items	Croicir (pairs at								1				
Prohibited & Permitted Items - Liquids/Ge	ls/Aernenie								1				
	3		1			,	2 2	2		3	2	1	
Property Special Handling Demograd It	1		- '			-				3	3	1 1	
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Damaged Ite							1 1	1	1	1			
Property - Special Handling - Missing Item	1		1							2	1		
Request for Assistance		1											
Request for Assistance - Other		1											
Screening						1	1 2	2 3	3	3	2	3	
Screening - Inconsistency						1	1 1		2	1			
Screening - Lengthy Lines												1	
Screening - Procedures/Process							1	3	1	2	2	2	
2022	32	47	28	31	32								17
Civil Rights	1	1		2									
Civil Rights - Age		1											
Civil Rights - Racial Profiling or Discrimina	1	- '		1									
Civil Rights - Sex/Gender/Gender Identity-		dor		1									
· .	l Not Hallsger	idei		ı									
Civil Rights - Transgender Screening					1								
Customer Service	1	2	3	2	1								
Customer Service - TSO	1	2	3	2	1								
Expedited Passenger Screening Program	18	36	23	22	26								12
Expedited Passenger Screening Program	2	7	1	3	3								1
Expedited Passenger Screening Program	16	29	22	19	23								10
Identification (ID) Requirements	1												
Identification (ID) Requirements - Domest	1												
Mishandling of Passenger Property	1		1	2									
Mishandling of Passenger Property - Dam	aged/Missing	temsC	1	2									
Mishandling of Passenger Property - Dam													
No Jurisdiction					1								
No Jurisdiction - No Referral					1								
-	4			0									
Patdown	1	3		2									
Patdown - Flyer	1	3		2									
Persons w/ Disabilities (PWD)	3												
Persons w/ Disabilities (PWD) - Diapers/0	1												
Persons w/ Disabilities (PWD) - Medical [	1												
Persons w/ Disabilities (PWD) - Metal Imp	1												
Property - Special Handling	2	1	1		3								
Property - Special Handling - Damaged Ite					1								
Property - Special Handling - Damaged Ite			1		1								
Property - Special Handling - Missing Item			- '		l								
		4											
Property - Special Handling - Missing Item		1			1								
Screening	4	4		1									
Screening - Children	1												
Screening - Inconsistency		2											
Screening - Procedures/Process	2	2		1									

			i on oonica		,		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW			2									2	4
2019												1	1
Locks												1	1
Locks - General												1	1
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022			2										2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA Pre0	Check	1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										1

			TSA Conta	act Center (	TCC) Data 1	「ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI	1	1	1	1 4	2	2	2		1	1	1		16
2019						1	2						3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown							1						1
Patdown - Flyer							1						1
2020	1				1	1				1			4
Customer Service					1								1
Customer Service - TSO					1								
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	iggage						1			
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												
Screening						1							
Screening - Lengthy Lines						1							
2021		1							1		1		;
Customer Service									1				
Customer Service - TSO									1				
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	- TSA PreC	Check									1		
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missi	1 1											1
2022			1	l 4	1								f
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1 3	1								5
Expedited Passenger Screening Program	- TSA PreC	Check	1	1 3	1								5

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		2	2	1		2	3			1		2	13
2019						1	1			1		1	4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Iter	ns - Checke	d				1	1						2
Screening												1	1
Screening - Procedures/Process												1	1
2020		1		1		1	1						4
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged It	ems - Chec	ked		1			1						2
Property - Special Handling - Missing Iter	ns - Checke	1											1
Screening						1							1
Screening - Procedures/Process						1							1
2021							1					1	2
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA Pre0	Check										1	1
2022		1	2										3
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program	- TSA Pre0	Check	1										1
Screening		1	1										2
Screening - Inconsistency		1											1
Screening - Procedures/Process			1										1

ories												
	10-Oct 11	-Nov 12	-Dec 01-Ja	n 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2	21	33	36	18 3	13	15	15	6	12	20	14	234
2019				1	1 5	2	1	3	1	6	1	21
Civil Rights					1	1	1		1	1		5
Civil Rights - Constitutional Rights					1							
Civil Rights - Racial Profiling or Discrimina	ition					1	1		1	1		4
Customer Service				1	1							2
Customer Service - TSO					1							
Mishandling of Passenger Property				1	1			1				
0	1/N 4: i 14	ObI	ad Dannana									
Mishandling of Passenger Property - Dama	aged/Missing II	emsCneck	ted Baggage					1				
Patdown					1	1				3	1	
Patdown - Flyer					1	1				3	1	
Persons w/ Disabilities (PWD)					1			1				
Persons w/ Disabilities (PWD) - Internal M	edical Devices				1							
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W	heelchair o	r Scooter)					1				
Property - Special Handling	, (		,		2					1		;
Property - Special Handling - Missing Item	s - Carry-On				1					1		
Property - Special Handling - Missing Item	s - Checked				1							
Screening								1		1		
Screening - Procedures/Process								1		1		2
2020	3	5	6	8	5 1				2	2		32
Civil Rights				1								
Civil Rights - Racial Profiling or Discrimina	ition			1								
	illon	0										
Customer Service		2		2					1	1		
Customer Service - Others		1										
Customer Service - TSO		1		2					1	1		:
Mishandling of Passenger Property	1		1									
Mishandling of Passenger Property - Dam	1		1									
Patdown	2	1	1	1	2				1			
Patdown - Flyer	2	1	1		2				1			
		ı		1	_				1			
Persons w/ Disabilities (PWD)	1 1. 110	U I . I	2									
Persons w/ Disabilities (PWD) - Mobility D			1									
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	ıma)	1									
Property - Special Handling			2	1	1					1		
Property - Special Handling - Damaged Ite	ms - Carry-On			1	1							
Property - Special Handling - Missing Item			2							1		3
Screening	o onoonou	2		3	2 1							8
-												
Screening - Procedures/Process		2										3
021	3	1	3		3 7		14	3	9	12	13	81
Civil Rights						2						2
Civil Rights - Racial Profiling or Discrimina	ition					2						2
Customer Service												
Custoffier Service	1		1		1 2	3				1		9
						3				1		
Customer Service - TSO	1		1		1 2	3	10	1	6	1	10	9
Customer Service - TSO Expedited Passenger Screening Program	1	Mombor				3	10	1	6		10	9 40
Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 - Known Crew		1		1 2 4	3 3 4	1	1	6	1 5		9 40 1
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Known Crew - TSA Applicati	on Program	1		1 2 4	3 3 4	1			1 5	1	9 40 1 6
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Known Crew - TSA Applicati	on Program	1		1 2 4	3 3 4	1	1	6	1 5		9 40 1 6 33
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Known Crew - TSA Applicati	on Program	1		1 2 4	3 3 4	1			1 5	1	9 40 1 6 33
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Known Crew - TSA Applicati	on Program	1		1 2 4	3 3 4	1			1 5	1	9 40 1 6 33
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks	1 - Known Crew - TSA Applicati - TSA PreChec 1	on Program	1		1 2 4	3 3 4	1			1 5	1	9 40 1 6 33 1
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks  Locks - General  Lost and Found	1 - Known Crew - TSA Applicati - TSA PreChec 1	on Program	1		1 2 4	3 3 4 1 3	1			1 5	1	40 1 6 33 1 1
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA	1 - Known Crew - TSA Applicati - TSA PreChec 1	on Program	1		1 2 4	3 3 4 1 3	1 1 8			1 5	1	40 1 6 33 1 1 1
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property	1 - Known Crew I - TSA Applicati - TSA PreChec 1 1	on Program	1		1 2 4	3 3 4 1 3	1			1 5	1	33
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama	1 - Known Crew   - TSA Applicati - TSA PreChec 1 1	on Program k 1 1	1		1 2 4	3 3 4 1 3	1 1 8			1 5	1	33
Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama	1 - Known Crew   - TSA Applicati - TSA PreChec 1 1 1 aged/Missil	on Program k 1 1 emsCarry-	1		1 2 4	3 3 4 1 3	1 1 8			1 5 1 4	1	3:
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Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama	1 - Known Crew   - TSA Applicati - TSA PreChec 1 1 1 aged/Missil	on Program k 1 1 emsCarry-	1		1 2 4	3 3 4 1 3	1 1 8			1 5 1 4	1	33
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Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disar  Patdown  Patdown - Flyer	1 - Known Crew   - TSA Applicati - TSA PreChec 1 1 1 aged/Missil	on Program k 1 1 emsCarry-	on Luggage		1 2 4	3 3 4 1 3	1 1 1 1 1			1 5 1 4	1 9	(1)
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Customer Service - TSO  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disar  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - General  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)	1 - Known Crew   - TSA Applicati - TSA PreChec 1 1 1 aged/Missil aged/Missing It rayed ItemsC	on Program k 1 1 emsCarry- arry-on or C	on Luggage Checked 2 2		1 2 4	3 3 4 1 3	1 1 1 1 1 1 1 1	1		1 1 1 1	2 1 1	3.
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Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Procedures/Process Screening - Retrieving Abandoned/Confisce	1 - Known Crew   - TSA Applicati - TSA PreChec	on Program k  1 1 emsCarry- arry-on or C	on Luggage Checked 2 2		1 2 4 2 2 2 1 1 1 1	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 1 1 1 1 1 1 1 1 1 1 1	2 1 1	41
Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confisc	1 - Known Crew   - TSA Applicati - TSA PreChect 1 1 aged/Missil aged/Missing It trayed ItemsC //Developmental istomates atches 1 - the second of the secon	on Program k 1 1 emsCarry- arry-on or C	on Luggage checked 2 2 sability		1 2 2 2	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
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Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Sobserver Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confisc 2022 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	con Luggage Checked 2 2 sability		1 2 4 2 2 2 1 1 1 1	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	4
Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Sobserver Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confisc 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	on Luggage Checked 2 2 2 sability		1 2 4 2 2 2 1 1 1 1	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	400 400 400 400 400 400 400 400 400 400
Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confisc 2022 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	on Luggage Checked 2 2 sability  27 1 1 1 1	9 2	1 2 2 2 2 1 1 1 1 2 2 2 2 1 1 1 1 2 2 2 2 2 1 1 1 1 2 2 2 2 2 1 1 1 1 2	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	\$\frac{9}{4}\$ 400 11 11 11 11 11 11 11 11 11 11 11 11 1
Customer Service - TSO  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disar  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - Flyer as Observer  Patdown - General  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Ostomy/O  Prohibited & Permitted Items  Prohibited & Permitted Items - Lighters/Ma  Property - Special Handling  Property - Special Handling - Missing Item  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Retrieving Abandoned/Confisc  2022  Civil Rights  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity-  Customer Service  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	on Luggage Checked 2 2 sability  27 1 1 1 1 24	9 <b>2</b>	1 2 2 2 1 1 1 2 2 2 7 7 7 7 7 7 7 7 7 7	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	\$\frac{9}{4}\text{C}\$ \text{4C}\$ \tag{3.33} \tag{3.11} \tag{1.11}
Customer Service - TSO  Expedited Passenger Screening Program Locks Locks - General Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/Ma Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confisc 2022 Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	on Luggage Checked 2 2 sability  27 1 1 1 1	9 <b>2</b>	1 2 2 2 2 1 1 1 1 2 2 2 2 1 1 1 1 2 2 2 2 2 1 1 1 1 2 2 2 2 2 1 1 1 1 2	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	\$\frac{9}{4}\text{C}\$ \text{4C}\$ \tag{3.33} \tag{3.11} \tag{1.11}
Customer Service - TSO  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disar  Patdown  Patdown - Flyer  Patdown - Flyer as Observer  Patdown - General  Patdown - Non-Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Ostomy/O  Prohibited & Permitted Items  Prohibited & Permitted Items - Lighters/Ma  Property - Special Handling  Property - Special Handling  Property - Special Handling - Missing Item  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Retrieving Abandoned/Confisc  2022  Civil Rights  Civil Rights - Racial Profiling or Discrimina  Civil Rights - Sex/Gender/Gender Identity-  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program	1 - Known Crew   - TSA Application   - TSA PreCheck   - T	on Program k  1 1 emsCarry- arry-on or C	on Luggage Checked 2 2 sability  27 1 1 1 1 24	9 2	1 2 2 2 1 1 1 2 2 2 7 7 7 7 7 7 7 7 7 7	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	9 40 11 66 333 11 11 11 11 11 11 11 11 11 11 11 11
Customer Service - TSO  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disar  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Diabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Ostomy/O  Prohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling  Property - Special Handling - Missing Iten  Screening  Screening - Inconsistency  Screening - Retrieving Abandoned/Confisc  2022  Civil Rights  Civil Rights - Racial Profilling or Discrimina  Civil Rights - Sex/Gender/Gender Identity-  Customer Service  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	sability  27 1 1 1 1 24 4	9 2	1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 1	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	\$\frac{9}{4}\text{C}\$  \text{1} \text{6} \text{6} \text{33} \text{33} \text{31} \text{11} \text{12} \text{12} \text{11} \text{11} \text{12} \text{12} \text{11} \text{11} \text{12} \text{12} \text{12} \text{11} \text{12}
Customer Service - TSO  Expedited Passenger Screening Program  Locks  Locks - General  Lost and Found  Lost and Found - Airport/TSA  Mishandling of Passenger Property  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Dama  Mishandling of Passenger Property - Disar  Patdown  Patdown - Flyer  Patdown - Flyer  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive  Persons w/ Disabilities (PWD) - Joabetes  Persons w/ Disabilities (PWD) - General  Persons w/ Disabilities (PWD) - Ostomy/O  Prohibited & Permitted Items  Prohibited & Permitted Items  Property - Special Handling  Property - Special Handling - Missing Item  Screening  Screening - Inconsistency  Screening - Inconsistency  Screening - Retrieving Abandoned/Confisc  2022  Civil Rights  Civil Rights - Racial Profiling or Discriming  Civil Rights - Sex/Gender/Gender Identity-  Customer Service  Customer Service - TSO  Expedited Passenger Screening Program  Expedited Passenger Screening Program	1 - Known Crew   - TSA Applicati - TSA PreChec   1	on Program k  1 1 emsCarry- arry-on or C	sability  27 1 1 1 1 1 24 4	9 2 8 1 8 1	1 2 2 2 1 1 1 2 2 2 1 1 1 2 2 2 1 1 1 1	3 3 4 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2 2	1 5 1 4 1 1 1 1 1 1 1	2 1 1	9 9 9 400 1 1 6 6 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1

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10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Disability (N	ot Wheelch	air or Scoot	er)	1								1
air/ Scooter/	Segway			1								1
1				1								2
1												1
ns - Checke	d			1								1
3			1	1								5
1												1
1												1
1			1	1								3
	Disability (Nair/ Scooter, 1 1 ns - Checke	10-Oct 11-Nov Disability (Not Wheelch air/ Scooter/ Segway  1  1  ns - Checked  3	10-Oct 11-Nov 12-Dec Disability (Not Wheelchair or Scoot air/ Scooter/ Segway  1 1 1 ns - Checked 3	10-Oct 11-Nov 12-Dec 01-Jan Disability (Not Wheelchair or Scooter) air/ Scooter/ Segway  1 1 1 ss - Checked 3	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb     Disability (Not Wheelchair or Scooter)	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar     Disability (Not Wheelchair or Scooter)	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr	Disability (Not Wheelchair or Scooter) 1 air/ Scooter/ Segway 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun     Disability (Not Wheelchair or Scooter)	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug     1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   09-Sep

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STC				1	2								3
2021					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program -	TSA PreC	heck			1								1
2022				1	1								2
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program -	TSA Appli	cation Prog	ıram	1									1
Expedited Passenger Screening Program -	TSA PreC	heck			1								1

		TSA	Contact C	enter (TCC	) Data Too	- FOIA							
Categories	10-Oct 11	-Nov 1	2-Dec 0	1-Jan 02	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	102	80	87	108	80	61	50	60	71	72	86	81	938
2019				26	18	34	29	29	35	23	30	26	250
Civil Rights				2	1	1	3	1	3			1	12
Civil Rights - Constitutional Rights				1					1				2
Civil Rights - Racial Profiling or Discrimin	ation			1	1	1	2	1	2			1	9
Civil Rights - Sex/Gender/Gender Identity		or		'	- '		1	<u>_</u>					1
Customer Service	I Tansgend	CI		2	0	40							
				3	2	10	3	3	5	5	3	2	36
Customer Service - Others							1						1
Customer Service - TSO				3	2	10	2	3	5	5	3	2	35
Locks						1	1	3	2		1	2	10
Locks - General								1	1				2
Locks - Missing or Damaged Lock						1	1	2	1		1	2	8
Lost and Found							2		1				3
Lost and Found - Airport/TSA							2		1				3
Mishandling of Passenger Property				6	5	6	6	9	8	6	7	9	62
Mishandling of Passenger Property - Dam	 	ome Choc	kod Por	6	3	3	5	8	4	6	6	7	48
				0				1			1		
Mishandling of Passenger Property - Disa	irrayed itemsCa	arry-orr or	Criecked		2	3	1		4			2	14
Patdown				2		2	3	1	4		3		15
Patdown - Flyer				2		2	3	1	4		2		14
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	1	4	1	1	1	1	1	4	15
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not Brea	ast Cance	r	1					1				2
Persons w/ Disabilities (PWD) - Cognitive												1	1
Persons w/ Disabilities (PWD) - Diabetes		siriui L	y								1	1	2
Persons w/ Disabilities (PWD) - Diabetes					1			1					2
. ,		ligation -	d Madia-10	Supplies	- 1	0	A					1	4
Persons w/ Disabilities (PWD) - Medically			u iviedicai S	oupplies		2	1					1	
Persons w/ Disabilities (PWD) - Prosthesi						1							1
Persons w/ Disabilities (PWD) - Touch Av												1	1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Seg	way								1			1
Property - Special Handling				6	7	4	8	5	7	9	11	5	62
Property - Special Handling - Damaged It	ems - Carry-On				2						2	1	5
Property - Special Handling - Damaged It	ems - Checked			2	1	2	4		4	1	4	2	20
Property - Special Handling - Missing Iten				1	1	1	1	1		2	1		8
Property - Special Handling - Missing Iten				3	3	1	3	4	3	6	4	2	29
	Oncored				3	- 1	J					1	
Request for Assistance													1
Request for Assistance - Other												1	1
Screening				6	2	6	2	6	4	2		2	34
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines						3		1					4
Screening - Procedures/Process				4	2	3	1	5	4	2	1	1	23
Screening - Retrieving Abandoned/Confis	cated Items			1								1	2
											2		
Screening - Security Breach				1									3
Screening - Security Breach	40	17	21		20	15		4	8	12		15	199
2020	40	17	21	1 30	20	15		4	8	12		15	199
2020 Advanced Imaging Technology (AIT)		1	21		20	15		4	8	12		15	<b>199</b>
2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	ver .		21		20			4		12			199 1 1
2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	ver 1	1	21		20	<b>15</b>		4	1	12		<b>15</b>	199 1 1 6
2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin	ver 1 1	1	21		20	2		4	1	12		2	199 1 1 6 1
2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	ver 1 1 ation	1		30		2		4			17		199 1 1 6 1 5
2020 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin	ver 1 1	1	<b>21</b>		20	2		4	1	12		2	199 1 1 6 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others	ver 1 1 ation	1		30		2		4	1		17	2	199 1 1 6 1 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service	rer 1 1 ation 6	1		30	2	2		4	1		17	2	199 1 1 6 1 5 28
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others	er 1 1 ation 6 1	1 1	6	<b>30</b>	2	2 2 2		4	1	1	2	2	199 1 1 6 1 5 28 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks	rer 1 1 1 ation 6 1 5 1	1 1 5 5	6 6 1	4 4 4	2	2 2 2		4	1	1	2	2	199 1 1 6 1 5 28 2 26 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	er 1 1 ation 6 1 5 1 1 1	1 1 5	6	4 4	2 1 1	2 2 2		4	1	1	2	2	199 1 1 6 1 5 28 2 26 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	eer 1 1 1 ation 6 1 5 1 1 1 1 1	1 1 5 5	6 6 1	4 4 4	2 1 1 1	2 2 2		4	1	1 1	2	2	199 1 1 6 1 5 28 2 26 7 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	eer 1 1 1 ation 6 1 1 1 1 1 1 1	1 1 5 5 1	6 6 1 1	4 4 4 4	2 1 1 1 1 1	2 2 2 2			1	1 1 1 1	2	2	199 1 1 6 1 5 28 2 26 7 7 3 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	er 1 1 1 ation 6 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5	6 6 1	4 4 4 4	2 1 1 1 1 1 8	2 2 2		1	1	1 1	2 2	2	199 1 1 6 1 5 28 2 26 7 7 3 3 59
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Locks Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 1 1	6 6 1 1	4 4 4 4 2	2 1 1 1 1 8 1	2 2 2 2		1	1 1 2	1 1 1 1 5	2 2 7 1	2 2	199 1 1 6 1 5 28 2 2 26 7 7 7 3 3 5 5 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1	6 6 1 1	4 4 4 4	2 1 1 1 1 8 1 5	2 2 2 2			1	1 1 1 5 4	2 2	2 2 5 4	199 1 1 6 1 5 28 2 26 7 7 7 3 3 3 5 5 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 1 1	6 6 1 1 1 4 4 4	4 4 4 4 2 2 2	2 1 1 1 1 8 1	2 2 2 2		1	1 1 2	1 1 1 1 5	2 2 7 1	2 2	199 1 1 1 6 1 5 28 2 2 26 7 7 7 3 3 3 5 5 5 5 4 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1	6 6 1 1 1 4 4 4 2	4 4 4 4 2 2	2 1 1 1 1 8 1 5	2 2 2 2		1	1 1 2	1 1 1 5 4	2 2 7 1	2 2 5 4	199 1 1 6 1 5 28 2 26 7 7 7 3 3 3 5 5 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1	6 6 1 1 1 4 4 4	4 4 4 4 2 2 2	2 1 1 1 1 8 1 5	2 2 2 2		1	1 1 2 2 2	1 1 1 5 4	2 2 7 1	2 2 5 4	199 1 1 1 6 1 5 28 2 2 26 7 7 7 3 3 3 5 5 5 5 4 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	rer 1 1 1 1 1 1 1 1 1 1 1 1 2	1 1 5 5 1 1 1	6 6 1 1 1 4 4 4 2	4 4 4 4 2 2	2 1 1 1 1 8 1 5	2 2 2 2		1	1 1 2 2 2	1 1 1 5 4	2 2 7 1	2 2 5 4	199 1 1 1 6 6 1 1 5 5 28 2 2 26 7 7 7 3 3 3 59 5 5 48 6 8 6 6 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1	6 6 1 1 1 4 4 4 2	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2	1 1 1 1 5 4	2 2 7 1 6	2 2 5 4	199 1 1 1 5 28 2 26 7 7 7 3 3 59 5 5 48 6 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Pound Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1	6 6 1 1 1 4 4 4 2	4 4 4 4 2 2	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	1 1 2 2 2	1 1 1 5 4	2 2 7 1 6	2 2 5 4	199 1 1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	rer	1 1 1 5 5 1 1 1 4 3 1	6 6 1 1 1 4 4 2 2 2	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1	1 1 1 1 5 4	2 2 7 1 6	2 2 5 4	199 1 1 1 6 1 5 28 26 7 7 3 3 59 5 48 6 8
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (6)	rer	1 1 5 5 1 1 1 4 3 1	6 6 1 1 4 4 2 2	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	1 1 2 2 2	1 1 1 1 5 4 1	2 2 7 1 6	2 2 5 4	199 1 1 6 1 5 28 2 26 7 7 7 3 3 5 5 5 48 6 6 8 6 7 7 7 7 7 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Diapers/G	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1 4 3 1	6 6 1 1 4 4 2 2	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1	1 1 1 5 4 1	2 2 7 1 6	2 2 5 4	199 1 1 6 1 5 28 2 26 7 7 7 3 3 5 5 5 48 6 8 6 7 7 7 7 7 7 7 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property - Dam Amishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1 4 3 1	6 6 1 1 4 4 2 2	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6		1	2 2 1	1 1 1 1 5 4 1	2 2 7 1 6	2 2 5 4	199 1 1 1 6 6 1 1 5 5 28 2 2 6 7 7 7 3 3 3 3 5 9 5 5 48 6 6 2 7 7 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 1 1 4 3 1	6 6 1 1 1 4 4 2 2 2 T 5 5	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6 6		1	2 2 1	1 1 1 5 4 1	2 2 7 1 6	2 2 5 4	199 1 1 1 6 1 5 28 2 26 7 7 7 3 3 59 5 48 6 8 6 2 7 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Indepresolation Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 1 1 4 3 1 1 asst Cance	6 6 1 1 4 4 4 2 2 2 rs s	4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6		1 1	1 1 2 2 2 1 1 1	1 1 5 4 1 1 2 2	2 2 7 1 6	2 2 5 4 1	199 1 1 1 6 1 5 28 22 26 7 7 3 3 59 5 48 6 2 7 1 1 1 1 1 2 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Companies (PWD) - Cancer (Modern Service) Persons w/ Disabilities (PWD) - Diapers/Companies (PWD) - Internal Modern Service) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Property - Special Handling	rer	1 1 1 5 5 1 1 4 3 1	6 6 1 1 1 4 4 2 2 2 T 5 5	4 4 4 4 2 2 3 3	2 1 1 1 1 8 1 5	2 2 2 2 6 6 6		1	2 2 1	1 1 1 5 4 1	2 2 7 1 6	2 2 5 4	199 1 1 1 6 6 1 1 5 5 28 2 2 6 7 7 7 3 3 3 3 5 9 5 5 48 6 6 2 7 7 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Indepresolation Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	rer	1 1 1 5 5 1 1 4 3 1 1 asst Cance	6 6 1 1 4 4 4 2 2 2 rs s	4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6		1 1	1 1 2 2 2 1 1 1	1 1 5 4 1 1 2 2	2 2 7 1 6	2 2 5 4 1	199 1 1 6 1 5 28 2 26 7 7 3 3 3 5 9 5 48 6 6 2 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Companies (PWD) - Cancer (Modern Service) Persons w/ Disabilities (PWD) - Diapers/Companies (PWD) - Internal Modern Service) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Property - Special Handling	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 1 1 4 3 1 1 asst Cance	6 6 1 1 4 4 4 2 2 2 rs s	4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6		1 1	1 1 2 2 2 1 1 1	1 1 5 4 1 1 2 2	2 2 7 1 6	2 2 5 4 1	199 1 1 6 1 5 28 26 7 7 3 3 59 5 48 6 6 2 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling - Damaged It Property - Special Handling - Damaged It	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 4 3 1 1  asst Cance	6 6 1 1 1 4 4 2 2 2 rrss	4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6		1 1	1 1 1 2 2 2 1 1 1 1	1 1 5 4 1 1 2 2	17 2 2 7 1 6	2 2 5 4 1	199 1 1 6 1 5 28 2 26 7 7 3 3 3 5 9 5 48 6 8 6 2 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1	1 1 1 5 5 5 1 1 1 4 3 1 1 1 4 asst Cance ngs/Masks	6 6 1 1 4 4 2 2 2 or Scooter) 5	4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 6 6 6 1 1 1 1 1		1 1 3 3 2	1 1 1 2 2 2 1 1 1 1 1	1 1 1 5 4 1 1 2 2	7 2 2 7 1 6	2 2 5 4 1	199 1 1 1 6 6 1 1 5 5 28 2 2 6 7 7 7 3 3 3 3 5 9 5 5 48 6 6 2 7 7 1 1 1 1 1 2 2 1 1 5 4 4 2 2 1 1 7 6 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 4 3 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4	6 6 1 1 4 4 2 2 2 or Scooter) 5	30 4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6 6		1 1	1 1 1 2 2 2 1 1 1 1	1 1 1 5 4 1 1 2 2 2 2	17 2 2 2 7 1 6	2 2 5 4 1 7 7 1 4 1	199 1 1 1 6 6 1 5 5 28 2 2 6 7 7 7 3 3 3 3 5 9 5 5 48 6 6 2 7 7 1 1 1 1 1 1 2 2 1 1 5 4 4 2 2 1 7 7 6 6 2 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 4 3 1 1 1 4 asst Cance ngs/Masks	6 6 1 1 4 4 2 2 2 or Scooter) 5	4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 6 6 6 1 1 1 1 1		1 1 3 3 2	1 1 1 2 2 2 1 1 1 1 1	1 1 1 5 4 1 1 2 2	7 2 2 7 1 6	2 2 5 4 1	199 1 1 1 6 6 1 5 5 28 2 2 6 7 7 7 3 3 3 3 5 9 5 5 48 8 6 6 2 2 7 7 1 1 1 1 2 2 1 1 5 4 4 2 2 1 7 7 6 6 2 9 2 6 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast C: Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emp	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 4 3 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4	6 6 1 1 4 4 2 2 2 or Scooter) 5	30 4 4 4 4 2 2 3 3 1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6 6		1 1 3 3 2	1 1 1 2 2 2 1 1 1 1 1	1 1 5 4 1 1 2 2 2 1	17 2 2 2 7 1 6	2 2 5 4 1 7 7 1 4 1	199 1 1 1 6 6 1 5 5 28 2 2 6 6 7 7 7 3 3 3 3 5 9 5 5 48 8 6 6 2 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 4 3 1 1 4 4 3 1 1 4 4 4 4 1 1 1 2 2 2	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30  4  4  4  4  2  2  3  3  1  10  1  2  7  4  1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6 6		1 1 3 3 2	1 1 1 2 2 2 1 1 1 1 1	1 1 1 5 4 1 1 2 2 2 2	7 17 2 2 7 1 6	2 2 5 4 1	199 1 1 1 1 6 1 5 28 2 26 7 7 3 3 3 59 5 48 6 2 7 1 1 1 1 2 1 5 4 2 17 6 29 26 1 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 1 4 3 1 1 1 4 4 3 1 1 1 4 4 4 4 4	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6		1 1 3 2	1 1 1 2 2 2 1 1 1 1 1 3	1 1 1 5 4 1 1 2 2 1 1 1	17 2 2 2 7 1 6	2 2 5 4 1 7 1 4 1 1	199 1 1 1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8 6 2 7 1 1 1 1 2 1 1 54 2 17 6 29 26 1 3 22
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility (Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 4 3 1 1 4 4 3 1 1 4 4 4 4 1 1 1 2 2 2	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30  4  4  4  4  2  2  3  3  1  10  1  2  7  4  1	2 1 1 1 1 8 1 5 2	2 2 2 2 2 6 6 6	21	1 1 3 3 2	1 1 1 2 2 2 1 1 1 1 1	1 1 5 4 1 1 2 2 2 1	7 17 2 2 7 1 6	2 2 5 4 1	199 1 1 1 6 6 1 5 5 28 2 2 2 6 7 7 7 3 3 3 5 9 5 5 48 6 6 2 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer ( Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 1 4 3 1 1 1 4 4 3 1 1 1 4 4 4 4 4	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 3 2	1 1 1 2 2 2 1 1 1 1 1 3	1 1 1 5 4 1 1 2 2 1 1 1	7 7 2 1 4 1 1	2 2 5 4 1 7 1 4 1 1	199 1 1 1 1 6 1 5 28 2 26 7 7 3 3 59 5 48 6 8 6 2 7 1 1 1 1 2 1 1 54 2 17 6 29 26 1 3 22
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 1 4 3 1 1 1 4 4 3 1 1 1 4 4 4 4 4	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 3 2	1 1 1 2 2 2 1 1 1 1 1 3 1 2	1 1 1 5 4 1 1 2 2 1 1 1	7 7 2 1 4 1 1	2 2 5 4 1 7 1 4 1 1	199 1 1 1 6 6 1 1 5 28 2 26 7 7 3 3 3 59 5 48 6 8 6 2 7 1 1 1 1 2 1 1 5 4 2 1 7 6 2 9 2 6 1 3 3 2 2 2 5 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patsons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Modically Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility II Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Procedures/Process  2021 Airline Airline - Policy/Regulations/Service	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 1 4 3 1 1 1 4 4 3 1 1 1 4 4 4 4 4	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 1 3 2 1	1 1 1 2 2 2 1 1 1 1 1 2	1 1 1 5 4 1 1 2 2 1 1 1	7 7 2 1 4 1 1	2 2 5 4 1 7 1 4 1 1	199 1 1 1 1 6 1 5 28 22 26 7 7 3 3 3 59 5 48 6 2 7 1 1 1 1 1 2 2 1 54 2 1 7 6 29 26 1 3 22 256 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patsons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process  2021 Airline Airline - Policy/Regulations/Service Civil Rights	rer 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 1 1 1 1 4 3 1 1 1 4 4 3 1 1 1 4 4 4 4 4	6 6 1 1 1 4 4 2 2 2 Properties or Scooter) 5 1 4 3 3 7	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	21	1 1 1 3 2 1	1 1 1 2 2 2 1 1 1 1 1 2	1 1 1 5 4 1 1 2 2 1 1 1	7 7 2 1 4 1 39	2 2 5 4 1 7 1 4 1 1	199 1 1 1 1 6 6 7 7 7 3 3 3 3 5 9 5 4 8 6 6 2 7 7 1 1 1 1 1 2 1 1 1 5 4 2 1 7 6 6 2 9 2 6 1 1 3 2 2 2 5 6 2 2 3 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Misers/C Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Misers/C Persons w/ Disabilities (PWD) - Mobility (Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1	1 1 1 5 5 5 1 1 1 4 3 1 1 4 3 1 1 1 1 2 2 2 6 6	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6 1	21	1 1 1 3 2 1	1 1 1 2 2 2 1 1 1 1 1 2	1 1 1 5 4 1 1 2 2 1 1 1	7 7 2 1 4 1 39 1	2 2 5 4 1 7 1 4 1 1	199 1 1 1 6 6 7 7 7 3 3 3 3 5 9 5 4 8 6 6 2 7 7 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1 2 1 1 1 1 1 1 1 2 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patsons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process  2021 Airline Airline - Policy/Regulations/Service Civil Rights	1	1 1 1 5 5 5 1 1 1 4 3 1 1 4 3 1 1 1 1 2 2 2 6 6	6 6 1 1 4 4 2 2 2 or Scooter) 5 1 4 3	30 4 4 4 4 2 2 3 3 1 1 10 1 2 7 4 4	2 1 1 1 1 8 1 5 2 2 1 1 1	2 2 2 2 2 6 6 6	<b>21</b>	1 1 1 3 2 1	1 1 1 2 2 2 1 1 1 1 1 2	1 1 1 5 4 1 1 2 2 1 1 1	7 7 2 1 4 1 39 1	2 2 5 4 1 7 1 4 1 1	199 1 1 1 1 6 6 7 7 7 3 3 3 3 5 9 5 4 8 6 6 2 7 7 1 1 1 1 1 2 1 1 1 5 4 2 1 7 6 6 2 9 2 6 1 1 3 2 2 2 5 6 2 2 3 3

Customer Service - TCC Customer Service - TSO	10-Oct 1					- FOIA							
	10-001	11-Nov	12-Dec	01-Jan 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
			1										
Customer Service - 130		2	1	6	1	4	3	9	6	9	5	10	
Don't sale Facility				0	ļ.	4	- 3	9	0	9		10	
Duplicate E-mail											1		
Duplicate E-mail - General											1		
Expedited Passenger Screening Program			1		2	3	10	4	15	15	21	21	
Expedited Passenger Screening Program	DoD		1								1		
Expedited Passenger Screening Program	- TSA Applica	tion Progra	am				1			2		3	
Expedited Passenger Screening Program	- TSA PreChe	ck			2	3	9	4	13	13	20	18	
Expedited Passenger Screening Program			Ont In						2				
	I TOA/DITO LI	Tiployees .	Оргіп										
Identification (ID) Requirements										1			
Identification (ID) Requirements - Domest	tic									1			
Locks	3												
Locks - Missing or Damaged Lock	3												
Lost and Found	3		1										
Lost and Found - Airport/TSA	3		1										
•			- '	4				0	4	2	2		
Mishandling of Passenger Property	6			1				2	1	2			
Mishandling of Passenger Property - Dam	1										1		
Mishandling of Passenger Property - Dam	4			1				1	1	2	1		
								1	•		1		
Mishandling of Passenger Property - Disa								ļ.					
Patdown	1									3		1	
Patdown - Flyer	1									3		1	
Persons w/ Disabilities (PWD)		3				1	3	3	1	1	1	2	
		3				- 1	3		1	- 1	- 1		
Persons w/ Disabilities (PWD) - Breast Ca								2					
Persons w/ Disabilities (PWD) - Diabetes		1							1				
Persons w/ Disabilities (PWD) - Medically		edication	and Medical	Supplies			1	1				1	
							- 1	- 1			-		
Persons w/ Disabilities (PWD) - Mobility [			or Scooter)							1	1		
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees a	nd Casts				1	1						
Persons w/ Disabilities (PWD) - Respirato		1											
Persons w/ Disabilities (PWD) - Touch Av												1	
	- 4											1	
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1					1						
Prohibited & Permitted Items			1					1		1	1		
Prohibited & Permitted Items - Breast Mill	k/Rahy Formul	a/Breact D	umn								1		
		a/Dicast i									- 1		
Prohibited & Permitted Items - Firearm/Ar	nmunition		1										
Prohibited & Permitted Items - Food/Beve	erages									1			
Prohibited & Permitted Items - General	1							1					
Property - Special Handling	6				1	2	4	3	3		2	2	
Property - Special Handling - Damaged It	1						2				1		
Property - Special Handling - Damaged It						1		1	1		1	2	
Property - Special Handling - Missing Iten						1		1	2				
Property - Special Handling - Missing Iten	2				1		2	1					
Screening	5	1	1	2	2	1	1	4	1	5	4	4	
Screening - Inconsistency	1					1				1		1	
	1					- 1							
Screening - Lengthy Lines										1		1	
								4	1	3	4		
	4	1	1	2	2		1	4	1		4	1	
Screening - Procedures/Process		1	1	2	2		1	4	1	3	4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	cated Items						1	4	1	3	4	1	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2022	cated Items 38	57	59	43	36		1	4	1	3	4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022 Additional Information Required/Insufficient In	cated Items 38 formation	57	59		<b>36</b>		1	4	'	3	4		;
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2022	cated Items 38 formation	57	59		36		1	4	1	3	4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022 Additional Information Required/Insufficient In Additional Information Required/Insufficie	cated Items 38 formation nt Information	<b>57</b> - EMAIL O	59 NLY		<b>36</b>		1	4	1	3	4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022 Additional Information Required/Insufficient In Additional Information Required/Insufficien Civil Rights	stated Items 38 formation nt Information 3	57	59		<b>36</b>		1	4	I	3	4		;
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights	cated Items 38 formation nt Information	<b>57</b> - EMAIL O	59 NLY		<b>36</b>		1	4	I	3	4		2
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin	stated Items 38 formation nt Information 3 1 1	<b>57</b> - EMAIL O	59 NLY		<b>36</b>		1	4	ı	3	4		2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	cated Items 38 formation nt Information 3 1 1 1	57 - EMAIL O 1	59 NLY 2		<b>36</b>		1	4	ı		4		2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	cated Items  38 formation nt Information 3 1 1 1 - Not Transger	57 - EMAIL O 1	59 NLY 2	43	<b>36</b> 1 1		1	4	1		4		2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service	cated Items 38 formation nt Information 3 1 1 1	57 - EMAIL O 1	59 NLY 2		<b>36</b>		1	4	I		4		:
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	cated Items  38 formation nt Information 3 1 1 1 - Not Transger	57 - EMAIL O 1 - ander 5	59 NLY 2	43	<b>36</b> 1 1		1	4	1		4		:
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	cated Items 38 formation nt Information 3 1 1 1 - Not Transger 6 6	57 - EMAIL O 1 - ander 5 5	59 NLY 2 1 1 3 3	2 2	36 1 1		1	4	1		4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	cated Items  38 formation nt Information  1 1 1 - Not Transger  6 6 21	57 - EMAIL O 1 - ander 5	59 NLY 2 1 1 3	43	36 1 1 1 4 4 4 26		1	4	1		4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	cated Items  38 formation nt Information 1 1 1 - Not Transger 6 6 21 - DoD	57 - EMAIL O 1 - Inder 5 5 37	59 NLY 2 1 1 3 3 43	2 2	36 1 1 1 4 4 26 1		1	4	1		4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficie Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	cated Items  38 formation nt Information 1 1 1 - Not Transger 6 6 21 - DoD	57 - EMAIL O 1 - ander 5 5	59 NLY 2 1 1 3 3	2 2	36 1 1 1 4 4 4 26		1	4			4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	cated Items  38 formation nt Information 1 1 1 - Not Transger 6 6 21 - DoD 2	57 - EMAIL O 1 - 1 - 1 - 1 - 1 - 37 - 3	59 NLY 2 1 1 1 3 3 43	2 2 2 37	36 1 1 1 4 4 26 1 1		1	4			4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	cated Items  38 formation nt Information  1 1 1 - Not Transger 6 6 21 - DoD 2 19	57 - EMAIL O 1 - 1 - 1 - 5 - 5 - 37 - 3 - 34	59 NLY 2 1 1 1 3 3 43 2 41	2 2 2 37	36 1 1 1 4 4 26 1		1	4			4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	38     38	57 - EMAIL O 1 - ander - 5 - 5 - 37 - 3 - 34 - 1	59 NLY 2 1 1 1 3 3 43	2 2 2 37	36 1 1 1 4 4 26 1 1		1	4	1		4		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Expedited Passenger Screening Program	38     38	57 - EMAIL O 1 - 1 - 1 - 5 - 5 - 37 - 3 - 34	59 NLY 2 1 1 1 3 3 43 2 41	2 2 2 37	36 1 1 1 4 4 26 1 1		1	4			4		
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged It Property - Special Handling - Damaged It	cated Items  38 formation nt Information 3 1 1 1 - Not Transger 6 6 6 21 - DoD 2 19 1 naged/Missin aged/Missin 3 2 1 1 pectrum mpairment Medical Device 1 Disability (Not Version (pain/tradir/ Scotter/	57 - EMAIL O 1 - Inder - 5 - 5 - 37 - 3 - 34 - 1 - 1 - 1 - 1 - 1 - 1 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 1 - 1 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 2 - 3 - 3 - 3 - 4 - 4 - 4 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7	59  NLY  1 1 3 3 43  2 41 1 1 1 r or Scooter) 1 1 2 1	2 2 2 37 37 2 1 1	36 1 1 1 4 4 4 26 1 1 1 24			4			4		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	cated Items  38 formation nt Information 3 1 1 1 - Not Transger 6 6 6 21 - DoD 2 19 1 naged/Missin aged/Missin 3 2 1 1 pectrum mpairment Medical Device 1 Disability (Not Version (pain/tradir/ Scotter/	57 - EMAIL O 1 - Inder 5 - 5 - 37 - 3 - 34 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	59 NLY  1 1 3 3 3 43  2 41 1 1 1 r or Scooter) 1 2 1	2 2 37 37 2 1 1	36 1 1 1 4 4 4 26 1 1 1 24			4			4		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient In Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged It Property - Special Handling - Damaged It	cated Items  38 formation nt Information 3 1 1 1 - Not Transger 6 6 6 21 - DoD 2 19 1 naged/Missin aged/Missin 3 2 1 1 pectrum mpairment Medical Device 1 Disability (Not Version (pain/tradir/ Scotter/	57 - EMAIL O 1 - Inder - 5 - 5 - 37 - 3 - 34 - 1 - 1 - 1 - 1 - 1 - 1 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 1 - 1 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 2 - 1 - 1 - 1 - 2 - 2 - 2 - 3 - 3 - 3 - 4 - 4 - 4 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7	59  NLY  1 1 3 3 43  2 41 1 1 1 r or Scooter) 1 1 2 1	2 2 2 37 37 2 1 1	36 1 1 1 4 4 4 26 1 1 1 24			4			4		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Civil Rights Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - TSO Expedited Passenger Screening Program Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Item	cated Items  38 formation nt Information 1 1 1 - Not Transger 6 21 - DoD 2 19 1 1 naged/Missin naged/Missin aged/Missin 2 1 1 pectrum mpairment Medical Device 1 Disability (Not version (pain/trair/ Scooter/ Sr 1 ns - Carry-C ns - Checke	57 - EMAIL O 1 - Inder 5 - 5 - 37 - 3 - 34 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	59 NLY 2 1 1 1 3 3 43 2 41 1 1 1 1 r or Scooter) 1 2 1 4	2 2 37 37 2 1 1	36 1 1 1 4 4 4 26 1 1 1 24			4			4		1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis  2022  Additional Information Required/Insufficient In Additional Information Required/Insufficient In Additional Information Required/Insufficient Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO  Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	cated Items  38 formation nt Information 1 1 1 - Not Transger 6 21 - DoD 2 19 1 1 naged/Missin naged/Missin aged/Missin 2 1 1 pectrum mpairment Medical Device 1 Disability (Not version (pain/trair/ Scooter/ Sr 1 ns - Carry-C ns - Checke	57 - EMAIL O 1 - Inder 5 - 5 - 37 - 3 - 34 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	59 NLY  1 1 3 3 3 43  2 41 1 1 1 r or Scooter) 1 2 1	2 2 37 37 2 1 1	36 1 1 1 4 4 4 26 1 1 1 24			4			4		1

							ool - FOIA							
Categories		11-Nov	12-Dec			02-Feb	03-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	4	2		3	3	3	2	3		2	3	5	5	35
2019							1				1	1	1	4
Customer Service												1		1
Customer Service - TSO												1		1
Patdown													1	1
Patdown - Flyer													1	1
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelcha	air or Sco	oter)							1			1
Property - Special Handling							1							1
Property - Special Handling - Missing Item	s - Checked						1							1
2020		1		1	2	2	1						1	8
Customer Service						1								1
Customer Service - TSO						1								1
Mishandling of Passenger Property		1												1
Mishandling of Passenger Property - Disa	rrayed Item	1												1
Patdown				1			1							2
Patdown - Flyer				1			1							2
Screening					2	1							1	4
Screening - Procedures/Process					2	1								3
Screening - Retrieving Abandoned/Confis	cated Items												1	1
2021	1			1				3		2	2	4	3	16
Customer Service	1											2	1	4
Customer Service - TSO	1											2	1	4
Expedited Passenger Screening Program											1	2	2	5
Expedited Passenger Screening Program	- TSA Applica	ation Prog	ram										1	1
Expedited Passenger Screening Program	- TSA PreChe	eck									1	2	1	4
Mishandling of Passenger Property				1										1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC		1										
Patdown								1						
Patdown - Flyer								1						
Property - Special Handling										1				1
Property - Special Handling - Missing Item	s - Checked									1				1
Screening								2		1	1			4
Screening - Procedures/Process								2		1	1			4
2022	3	1		1	1	1								7
Customer Service		1												1
Customer Service - TSO		1												1
Expedited Passenger Screening Program	3					1								4
Expedited Passenger Screening Program	3					1								4
Screening				1	1									2
Screening - Procedures/Process				1	1									2

Categories	1_Oct 4				-	ool - FOIA		OS Marr	06 1	07 1	ΩQ A~	00 800	Total
					02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	3	10	11	9	16	10	11	15	12	11		9	12
2019				1	2	4	4	4	3	5		3	2
Customer Service					1	1	2		1		1	1	
Customer Service - TSO					1	1	2		1		1	1	
Lost and Found						1							
Lost and Found - Airport/TSA						1							
Mishandling of Passenger Property		-			1		1	2	1	1			
Mishandling of Passenger Property - Damage					1			2	1				
Mishandling of Passenger Property - Damage				gage			1						
Mishandling of Passenger Property - Disarray	ed ItemsC	arry-on or	Checked							1			
Property - Special Handling				1		2	1	1	1	2		1	1
Property - Special Handling - Damaged Items				1					1	1	1		
Property - Special Handling - Missing Items -	Carry-On					1							
Property - Special Handling - Missing Items -	Checked					1	1	1		1		1	
Screening								1		2		1	
Screening - Lengthy Lines										1			
Screening - Procedures/Process										1		1	
Screening - Retrieving Abandoned/Confiscate	d Items							1					
2020		3	3	1	4	3	1			2	2	1	2
Customer Service		-	-	-	1		•			_	_	•	
Customer Service - TSO					1								
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found		ı	1			1							
						1							
Lost and Found - Airport/TSA		0	1		0	1							
Mishandling of Passenger Property	1/8 41 1	2		1	2								
Mishandling of Passenger Property - Damage	d/Missii	2		1	2								
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Medically Ne	cessary Me	dication an	d Medical S	Supplies						1			
Property - Special Handling						1					1	1	
Property - Special Handling - Damaged Items	<ul> <li>Carry-On</li> </ul>					1							
Property - Special Handling - Missing Items -	Carry-On										1		
Property - Special Handling - Missing Items -	Checked											1	
Screening			2		1	1	1			1	1		
Screening - Procedures/Process			2		1	1	1			1	1		
2021		1	3	1	1	3	6	11	9	4	3	5	4
Airline								2					
Airline - Lost Baggage								2					
Customer Service		1	1	1		1		2		1		2	
Customer Service - TSO		1	1	1		1		2		1		2	
Expedited Passenger Screening Program			1			1	3	3	5	1	2	2	
Expedited Passenger Screening Program - TS	SA Annlicati	on Program							1				
Expedited Passenger Screening Program - TS			1			1	3	3	4	1	2	2	
Mishandling of Passenger Property	AT TOOLICE	-IX	- '		1	- 1	2						'
Mishandling of Passenger Property - Damage	d/Missing H	omo Choo	lead Dagga	~~	1		2						
Persons w/ Disabilities (PWD)	u/iviissiriy ii	emschec	keu bayya	Je	- 1						- 1		
, ,											1		
Persons w/ Disabilities (PWD) - General											1		
Property - Special Handling						1		1	2	2			
Property - Special Handling - Damaged Items									1	2			
Property - Special Handling - Missing Items -									1				
Property - Special Handling - Missing Items -	Checked					1		1					
Screening			1				1	3	2			1	
Screening - Inconsistency									1				
Screening - Lengthy Lines								1	1				
Screening - Procedures/Process			1				1	2					
Screening - Retrieving Abandoned/Confiscate	d Items											1	
2022	3	6	5	6	9								2
Customer Service	1	1	1										
Customer Service - TSO	1	1	1										
Expedited Passenger Screening Program	2	5	4	4	9								2
Expedited Passenger Screening Program - TS		1	7	7	3								
Expedited Passenger Screening Program	2	4	4	4	9								2
Screening Screening Program		4	4		9								
ů				<u>2</u> 1									
Screening - International Screening Screening - Procedures/Process				1									

egories	10-Oct	11-Nov	12	-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TX	2	2		2	5	10			2	4	3	1	4	:
2019					1	1			1	2			1	
Customer Service													1	
Customer Service - TSO													1	
Property - Special Handling									1	1				
Property - Special Handling - Missing Item	ns - Carry-Or	1								1				
Property - Special Handling - Missing Item									1					
Screening					1	1				1				
Screening - Procedures/Process					1	1				1				
2020	1	1		1		3								
Mishandling of Passenger Property	1			1										
Mishandling of Passenger Property - Dam	aged/Missin	a ItemsC		1										
Mishandling of Passenger Property - Dam	1													
Property - Special Handling		1												
Property - Special Handling - Damaged Ite	ems - Checl	1												
Screening	01.501					3								
Screening - Lengthy Lines						2								
Screening - Procedures/Process						1								
2021				1	3	2			1	2	3	1	3	
Claims				- '	1						,		,	
Claims - General					1									
Customer Service					- 1	1			1		1	1		
Customer Service - TSO						1			1		1	1		
Expedited Passenger Screening Program						- 1			'	2	'	1	3	
Expedited Passenger Screening Program	TSA DroCl	nook								2			3	
Locks	- ISA FIECI	IECK									1		3	
											1			
Locks - Missing or Damaged Lock				1							- 1			
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Dam	aged/Missin	g itemsc	,	1										
Prohibited & Permitted Items					2									
Prohibited & Permitted Items - General					1									
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols				1									
Property - Special Handling						1								
Property - Special Handling - Damaged Ite	ems - Check	ed				1								
Screening											1			
Screening - Inconsistency											1			
2022	1	1			1	4								
Customer Service	1					1								
Customer Service - TSO	1					1								
Expedited Passenger Screening Program					1	1								
Expedited Passenger Screening Program	- TSA PreCl				1	1								
Mishandling of Passenger Property		1												
Mishandling of Passenger Property - Dam	aged/Missii	1												
Property - Special Handling						1								
Property - Special Handling - Missing Item	s - Checked					1								
Screening						1								
Screening - Lengthy Lines						1								

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN		4	1			3				4	2	5	19
2019						2				1		1	4
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d						1			1
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	Segway				1							
Screening						1						1	
Screening - Procedures/Process						1						1	
2020		1										1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Property - Special Handling		1											
Property - Special Handling - Missing Ite	ms - Checke	1											
2021						1				3	2	3	9
Civil Rights										1			
Civil Rights - Racial Profiling or Discriming	nation									1			
Expedited Passenger Screening Program										1	1	1	
Expedited Passenger Screening Program	1 - TSA Appl	ication Pro	gram							1			
Expedited Passenger Screening Program	n - TSA PreC	Check									1	1	
Identification (ID) Requirements												1	
Identification (ID) Requirements - ID Mat	ching Ticket	and Boardi	ng Pass Iss	ues								1	
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage		1							
Patdown										1	1		
Patdown - Flyer										1	1		
Screening												1	
Screening - Inconsistency												1	
2022		3	1										
Expedited Passenger Screening Program		3	1										4
Expedited Passenger Screening Program	n - TSA PreC	3	1										4

					TCC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	1	4	2	4	1	1	1	2	1	2	3	1	23
2019				2		1	1	1	1	2	2	1	11
Mishandling of Passenger Property				2		1	1	1		2	1	1	(
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Baç	1		1		1		1		1	į
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	1			1			1	1		4
Property - Special Handling									1		1		:
Property - Special Handling - Damaged Ite	ems - Checl	ked									1		
Property - Special Handling - Missing Iten	ns - Checke	d							1				
2020	1	3	1	1	1								
Civil Rights		2											
Civil Rights - Racial Profiling or Discrimina	ation	2											
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missi	1											
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1								
Property - Special Handling			1	1									
Property - Special Handling - Missing Iten	ns - Checke	d	1	1									
2021		1						1			1		
Expedited Passenger Screening Program											1		
Expedited Passenger Screening Program	- TSA PreC	Check									1		
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	gage				1					
Property - Special Handling		1											
Property - Special Handling - Missing Iten	ns - Checke	1											
2022			1	1									
Customer Service				1									
Customer Service - Others				1									
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsU	1										

egories	10-Oct	11-Nov	12-De			02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NF	10-001	11-NOV 7	12-De	c 01 7	an 6	02-Feb 4		04-Apr 7	05-May 7	06-Jun 1	07-Jul 4			
VF 2019		,		1	3	1	-		-	1	4			
					3	1	ļ	5		1			1	
Civil Rights									2	1	1			
Civil Rights - Age										1				
Civil Rights - Constitutional Rights	41										1			
Civil Rights - Racial Profiling or Discrimina	ation								2					
Customer Service								2	3			1	1	
Customer Service - TSO								2	3			1	1	
Locks											1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property					3		1	1				1		
Mishandling of Passenger Property - Dam					2		1					1		
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Chec	ker	1			1						
Patdown						1		2	1		1			
Patdown - Flyer						1		2	1		1			
Screening											1			
Screening - Procedures/Process											1			
2020		4		6	1	3			1					
Civil Rights				1										
Civil Rights - Racial Profiling or Discrimina	ation			1										
Customer Service		2		1		1			1					
Customer Service - TSO		2		1		1			1					
Mishandling of Passenger Property				1	1	1			· ·					
Mishandling of Passenger Property - Dam	l naged/Missing	tome_C		1	1	1								
Patdown	laged/Missing	1		-	- '	'								
Patdown - Non-Flyer		1												
Persons w/ Disabilities (PWD)		1												
	-:-/ C+	1												
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/	1		4		-								
Property - Special Handling				1		1								
Property - Special Handling - Damaged It		ed		1										
Property - Special Handling - Missing Iten	ns - Checked					1								
Screening				2										
Screening - Procedures/Process				2										
2021		1						2				3	1	
Civil Rights												1		
Civil Rights - Racial Profiling or Discrimina	ation											1		
Customer Service												1		
Customer Service - TSO												1		
Mishandling of Passenger Property		1						1						
Mishandling of Passenger Property - Dam	naged/Missii	1												
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Chec	ked				1						
Prohibited & Permitted Items								1						
Prohibited & Permitted Items - Remains								1						
Screening												1	1	
Screening - Procedures/Process												1	1	
2022		2		1	2							'	'	
Civil Rights				•	1									
Civil Rights - Racial Profiling or Discrimina	l ation				1									
Civil Rights - Racial Fibility of Dischilling	auvii I													
Expedited Passenger Screening Program		2		1	1									

			TSA Contac	t Center (	ΓCC) Data ⅂	ΓοοΙ - FΟΙΑ							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO	1		2	2	1	1	2	1		4	4		
2019				1		1	2				1		
Mishandling of Passenger Property				1			2						
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Baç	1			1						
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checked	d			1						
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway									1		
Screening						1							
Screening - Procedures/Process						1							
2020	1		1		1					2	2		
Mishandling of Passenger Property	1		1		1					1	2		
Mishandling of Passenger Property - Dam	1		1		1						2		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	d						1			
Property - Special Handling										1			
Property - Special Handling - Damaged It	ems - Check	red								1			
2021			1					1		2	1		
Customer Service											1		
Customer Service - TSO											1		
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program	- TSA PreC	heck								1			
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										
Patdown										1			
Patdown - Flyer										1			
2022				1									
Property - Special Handling				1									
Property - Special Handling - Damaged It	ems - Check	red		1									

Categories	10-Oct	11-Nov	12-Dec	act Center ( 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	10-Oct 23	11-NoV 18	12-Dec			03-Mar 18	04-Apr 15	05-May 14	06-Jun 8	07-Jul 21	08-Aug 25	09-Sep 16	235
2019	23	10	1	32		8	10	5	2	10	10	5	235 57
Civil Rights				<b>3</b>		0	10	5		10	10	1	3
Civil Rights - National Origin				1							1	I	2
Civil Rights - Sex/Gender/Gender Identity	 - Not Transa	ender										1	1
Customer Service	l	ridoi		1	1	1	1	2		1			7
Customer Service - Others				'		1	-			1			1
Customer Service - TSO				1	1	1	1	2		ı			6
Locks				- '	- 1	1	1	1					3
Locks - Missing or Damaged Lock						1	1	1					3
Mishandling of Passenger Property					3		5	- '		3	3	1	17
Mishandling of Passenger Property - Dam	aged/Missing	a Itame C	hackad B	angage	3		4			3	1	1	14
Mishandling of Passenger Property - Disa					3		1			3	2	- 1	3
Patdown	l	-Oarry-Orr	OI OIICON	cu			-			2	1		3
Patdown - Flyer										2	1		3
Persons w/ Disabilities (PWD)							1			1	'	1	3
Persons w/ Disabilities (PWD) - General							-			1		1	1
Persons w/ Disabilities (PWD) - Medical D	 Devices - Δtts	ched to th	e Rody							1		1	1
Persons w/ Disabilities (PWD) - Touch Av			ic body				1			- 1			1
Property - Special Handling	ersion (pairi/)	ii aui ii a)				3	2	2	1	1	4	1	14
Property - Special Handling - Damaged Ite	ems - Chacke	ad				3		1	- 1	1	1		2
								- 1			2		2
Property - Special Handling - Missing Item Property - Special Handling - Missing Item						3	2	1	1	1	1	1	10
Screening	is - Checked			1		1		- 1	1	2	1	1	7
				I I		1			1		ļ	1	
Screening - Lengthy Lines						4			4	4	4		1
Screening - Procedures/Process				1		1			1	1	1		5
Screening - Security Breach	_	_		, ,.		_				1	_		1
2020	9	3		6 11	1	6		4		2	5	1	48
Civil Rights	1							1			1		3
Civil Rights - Racial Profiling or Discrimina								1			1		2
Civil Rights - Sex/Gender/Gender Identity													1
Customer Service	1			2				1		1			6
Customer Service - TSO	1			2	1			1		1			6
Human Capital		1											1
Human Capital - Prospective Employment	t with TSA	1											1
Locks				1		1		1			2		5
Locks - Missing or Damaged Lock				1		1		1			2		5
Mishandling of Passenger Property	3	2		2 1		1					1		10
Mishandling of Passenger Property - Dam				1									1
Mishandling of Passenger Property - Dam		2		1 1		1					1		6
Mishandling of Passenger Property - Disa													3
Persons w/ Disabilities (PWD)	1			2									3
Persons w/ Disabilities (PWD) - Medically													1
Persons w/ Disabilities (PWD) - Metal Imp				1									1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts		1									1
Property - Special Handling	3			1 6		2				1	1	1	15
Property - Special Handling - Damaged Ite				1									2
Property - Special Handling - Damaged Ite				1						1			4
Property - Special Handling - Missing Item				1									1
Property - Special Handling - Missing Item	ns - Checked			4		2					1	1	8
Screening				1 1		2		1					5
Screening - Procedures/Process				1 1		1							3
Screening - Security Breach						1		1					2
2021	4	2		1 4		4	5	5	6	9	10	10	60
Civil Rights				1			1				2		4
Civil Rights - Racial Profiling or Discrimina				1			1				1		3
Civil Rights - Sex/Gender/Gender Identity											1		1
Customer Service	1	1		1 2			1	1	1	1	1	1	11
Customer Service - CSM							1						1
Customer Service - TSO	1	1		1 2				1	1	1	1	1	10
Expedited Passenger Screening Program						1	2	3	3	3	5	7	24
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program			gram						1		2	1	4
Expedited Passenger Screening Program	- TSA PreCh	eck				1	2	3	2	2	3	6	19
Locks	1							1				1	3
Locks - Missing or Damaged Lock	1							1				1	3
Mishandling of Passenger Property	1									2			3
Mishandling of Passenger Property - Dam		g ItemsC	arry-on Lu	uggage						1			1
Mishandling of Passenger Property - Dam	1									1			2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - Gener	al					1							1
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically	Necessary N	<b>Nedication</b>	and Med	ical Supplies					1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	Wheelch	air or Sco	oter)							1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Missing Item	ns - Checked								1				1
Screening		1		1		2	1			2	1	1	9
Screening - Opposite Gender												1	1
Screening - Procedures/Process		1		1		2	1			2	1		8
2022	10	13	1	1 14	22								70
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1				1								2

			SA Contac	ct Center (	(CC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Perceived Religion					1								1
Civil Rights - Transgender Screening	1												1
Customer Service			1	1	1								3
Customer Service - TSO			1	1	1								3
Expedited Passenger Screening Program	6	12	8	11	15								52
Expedited Passenger Screening Program	1	1	2	1									5
Expedited Passenger Screening Program	5	11	6	10	15								47
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	d	2								2
Patdown			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical E	1												1
Property - Special Handling				2	2								4
Property - Special Handling - Damaged Ite	ems - Carry	-On		1									1
Property - Special Handling - Missing Item	ns - Carry-O	n		1	2								3
Screening	1	1	1		1								4
Screening - Inconsistency		1	1										2
Screening - Procedures/Process	1				1								2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TBN			1										1
2021			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	1										1

10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
					2		1					3
					1							1
					1							1
					1							1
					1		1					2
					1							1
- TSA PreC	Check				1							1
							1					1
							1					1
			10-Oct 11-Nov 12-Dec	10-Oct 11-Nov 12-Dec 01-Jan	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar  2 1 1 1 1 1 1 1	10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr     2     1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 2 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun  2 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul  2 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug  2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 1 1 1 1 1 1

anories	10-Oct	11-Nov	SA Contact 12-Dec	01-Jan	02-Feb	03-Mar	04-455	05-May	مینا ۱۵۰	07- 111	08-4114	00-500	Total
egories		11-Nov 10					04-Apr		06-Jun	07-Jul	08-Aug	09-Sep	Total
_H 	13	10	10	13 4	13 3	6	6 5	8	6 5	6	10		10 3
				4		2	5	ь	5	4	6	4	
Civil Rights Soy/Conder/Conder Identity	Not Transa	ondor			1								
Civil Rights - Sex/Gender/Gender Identit	y- Not Transge	ender			1								
Customer Service							1				1		
Customer Service - TSO							1				1		
Mishandling of Passenger Property				1	1		1			1	3		
Mishandling of Passenger Property - Dar				1	1		1			1	2		
Mishandling of Passenger Property - Dis	arrayed Items	Carry-on	or Checked								1		
Patdown					1	2			1		1		
Patdown - Flyer					1	2			1		1		
Persons w/ Disabilities (PWD)				1				2	1			1	
Persons w/ Disabilities (PWD) - Metal Im	nplants (joint)			1									
Persons w/ Disabilities (PWD) - Prosthes		and Casts							1				
Persons w/ Disabilities (PWD) - Service								2					
Persons w/ Disabilities (PWD) - Wheelch		Segway										1	
Property - Special Handling		oog.raj					1	1	3	3		2	1
Property - Special Handling - Damaged I	Itoma Chack	od					'	'	3	3		1	
										3			
Property - Special Handling - Missing Ite									1				
Property - Special Handling - Missing Ite	ms - Checked						1	1	2			1	
Screening				2			2	3			1	1	
Screening - Lengthy Lines							1						
Screening - Procedures/Process				2			1	3			1	1	
2020	5	5	4	6	3			2		1	1	2	
Advanced Imaging Technology (AIT)					1								
Advanced Imaging Technology (AIT) - FI	lyer				1								
Civil Rights	1			2									
Civil Rights - Racial Profiling or Discrimin	nation			1									
Civil Rights - Sex/Gender/Gender Identit		ander		1									
			4					4					
Customer Service	1	1	1	1	2			1					
Customer Service - TSO	1	1	1	1	2			1					
Mishandling of Passenger Property	3	1						1		1			
Mishandling of Passenger Property - Dar	m 2	1						1		1			
Mishandling of Passenger Property - Dis	sa 1												
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Medicall	lv Necessary	Medication	1										
Property - Special Handling	1	2	2								1	2	
Property - Special Handling - Damaged I	Items - Checl	2										2	
Property - Special Handling - Missing Ite			2								1		
Screening	1	1		3							- 1		
Screening - Procedures/Process	1	1		2									
Screening - Retrieving Abandoned/Confi	_			1									
2021	3		2	1	1	4	1		1	1	3	2	
Civil Rights	1												
Civil Rights - Racial Profiling or Discriming	n: 1												
Customer Service				1	1								
Customer Service - Others					1								
Customer Service - TSO				1	•								
Expedited Passenger Screening Program						2	1			1	2	2	
Expedited Passenger Screening Program  Expedited Passenger Screening Program	TSA ProCI	neck				2	1			1			
	II - I SA PIEUI	ICUN					1			l l			
Mishandling of Passenger Property	1		andre J.B.			1							
Mishandling of Passenger Property - Dar	maged/Missin	g itemsCh	ecked Bagg	age		1							
Mishandling of Passenger Property - Dis													
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties	1												
Mishandling of Passenger Property - Dis	1												
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties	1		1			1			1		1		
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling	1 er 1	On	1			1 1			1		1		
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I	1 er 1 Items - Carry-0										1		
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite	1 er 1 ltems - Carry-0 ems - Carry-Or	1							1				
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite	1 er 1 ltems - Carry-0 ems - Carry-Or	1	1								1		
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening	1 er 1 ltems - Carry-0 ems - Carry-Or	1	1										
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process	1 tems - Carry-0rems - Checked	1	1 1										
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process	1 er 1 ltems - Carry-0 ems - Carry-Or	5	1 1 1 4	2	6								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service	1 tems - Carry-Cems - Checked	<b>5</b>	1 1 1 4 2	2	1								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO	1 tems - Carry-0rems - Checked	5	1 1 1 4	2									
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process 2022 Customer Service	1 tems - Carry-Cems - Checked	<b>5</b>	1 1 1 4 2	2	1								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO	1 tems - Carry-Orems - Checked  5 1 1 1 4	5 1 1	1 1 1 4 2 2		1 1								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	1 tems - Carry-Orems - Checked  5 1 1 1 4	5 1 1 4	1 1 1 4 2 2 2	2	1 1 1								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD)	1	5 1 1 4 4	1 1 1 1 4 2 2 2 2	2	1 1 1 1								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical	1	5 1 1 4 4	1 1 1 1 4 2 2 2 2	2	1 1 1 1 1								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical Screening	1	5 1 1 4 4	1 1 1 1 4 2 2 2 2	2	1 1 1 1 1 1 3								
Mishandling of Passenger Property - Dis Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gene Property - Special Handling Property - Special Handling - Damaged I Property - Special Handling - Missing Ite Property - Special Handling - Missing Ite Screening Screening - Procedures/Process  2022 Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical	1	5 1 1 4 4	1 1 1 1 4 2 2 2 2	2	1 1 1 1 1								

			TSA Contac	t Center (1	「CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL	2	1	1	2	3	3	2	2	1	2	2	2	2
2019				2	1	2	1	2	1	2	2	2	1
Customer Service								2				2	
Customer Service - Others								1					
Customer Service - TSO								1				2	
Mishandling of Passenger Property				1		1			1		1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Baç	1		1			1		1		
Patdown				1	1					1			
Patdown - Flyer				1	1					1			
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Internal M	dedical Devi	ces								1			
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Checked	d				1							
Screening							1				1		
Screening - Procedures/Process							1				1		
2020	2				1	1	1						
Customer Service	1												
Customer Service - TSO	1												
Mishandling of Passenger Property	1						1						
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	gage			1						
Property - Special Handling					1	1							
Property - Special Handling - Missing Iten	ns - Checked	d			1	1							
2022		1	1		1								
Expedited Passenger Screening Program			1		1								
Expedited Passenger Screening Program	- TSA PreC	heck	1		1								
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Disa	arrayed Item	1											

ories 2019	40 0-4			011101 (100	c) Data Too								
	10-Oct 1	11-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2010	155	194	191	240	250	137	128	139	138	157	147	135	2,01
2019				53	51	76	73	70	51	81	55	50	56
Civil Rights				3	2	5	1	4	1	4	1	3	2
Civil Rights - Age						1		1	1				
Civil Rights - Constitutional Rights						'				1			
0										ı			
Civil Rights - Hair Patdowns												1	
Civil Rights - National Origin										1			
Civil Rights - Racial Profiling or Discrimina	ition			1	2	3	1	3		2		2	1
Civil Rights - Screening of Religious or Cu	Itural Garmen	ts		1									
Civil Rights - Sex/Gender/Gender Identity-				1		1							
	140t Tranogor	idoi		'		'					1		
Civil Rights - Transgender Screening													
Customer Service				8	7	15	12	5	11	15	13	4	9
Customer Service - Others							1		1		1		
Customer Service - TSO				8	7	15	11	5	10	15	12	4	3
Locks				1	3	2	3	1	4	4	4	1	2
				1	3		3			4			
Locks - General									1				
Locks - Missing or Damaged Lock				1	3	2	3	1	3	4	4	1	2
Lost and Found						1	1	1		1			
Lost and Found - Airport/TSA						1	1	1		1			
·				40	47				4.4			4.4	
Mishandling of Passenger Property				12	17	16	26	21	14	19	9	11	14
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCarry	/-on Luggag	ge	4	1	1	2		2	1		
Mishandling of Passenger Property - Dama	aged/Missing	ItemsChec	ked Bac	11	9	14	22	13	12	14	7	9	11
Mishandling of Passenger Property - Dama					1								
Mishandling of Passenger Property - Disar	rayed Items	Carry-on or	Checked	1	3	1	3	6	2	3	1	2	- 2
Patdown					4		1	4	3	5	4	6	- :
Patdown - Flyer					4		1	3	3	5	2	6	
					7		- 1		J	J			
Patdown - Flyer as Observer								1			1		
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)				1	3	7	2	2	4	7	6	4	
Persons w/ Disabilities (PWD) - Autism Sp	ectrum			•	1	•				- '			
					ı								
Persons w/ Disabilities (PWD) - Cancer (g											1		
Persons w/ Disabilities (PWD) - Cognitive	/Development	tal /Mental D	isability		1	1							
Persons w/ Disabilities (PWD) - Diabetes								1		2			
Persons w/ Disabilities (PWD) - Diapers/G	armente/Dres	einge/Macke	,							1			
	aments/Dies	Siriys/iviasks	•							- 1			
Persons w/ Disabilities (PWD) - General						2	1				1	1	
Persons w/ Disabilities (PWD) - Hearing In	npairment									1		1	
Persons w/ Disabilities (PWD) - Internal M	edical Device	S								1			
Persons w/ Disabilities (PWD) - Medical D			ody						1				
Persons w/ Disabilities (PWD) - Medically		edication an	d Medical S	Supplies		1			1		2	1	
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)					1							
Persons w/ Disabilities (PWD) - Mobility D	isability (Not \	Wheelchair of	or Scooter)		1				1	1	1		
Persons w/ Disabilities (PWD) - Prosthesis			,								1		
, ,													
Persons w/ Disabilities (PWD) - Respirator				1									
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/tra	auma)				1			1	1			
Persons w/ Disabilities (PWD) - Visual Imp	pairment					1							
Persons w/ Disabilities (PWD) - Wheelcha		adway					1	1				1	
` '	iii/ Occoolei/ Oc	ogway		40	44	20			10	40	44		4.
Property - Special Handling				19	11	20	20	23	10	18	11	16	14
Property - Special Handling - Damaged Ite	ms - Carry-O	n		2	2	1	3	4		3	2	2	1
					4	4	4	6	4	7	5	4	
Property - Special Handling - Damaged Ite	ms - Checked	1		4								4	4
Property - Special Handling - Damaged Item		1			-	3	4	1	1	.,	1		
Property - Special Handling - Missing Item	s - Carry-On	1		5		3	4	1	1	2		1	1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item	s - Carry-On	1			5	12	9	1 12	1 5	6	3	1	1
Property - Special Handling - Missing Item	s - Carry-On	1		5								1	1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	s - Carry-On	1		5		12				6		1	1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other	s - Carry-On	1		5 8	5	12 1 1	9	12	5	6 1 1	3	1 9	1 6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	s - Carry-On s - Checked	1		5		12	7			6 1		1 9	1 6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other	s - Carry-On s - Checked			5 8	5	12 1 1	9	12	5	6 1 1	3	1 9	6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	s - Carry-On s - Checked			5 8	5	12 1 1	7	12	5	6 1 1	3	1 9	1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency	s - Carry-On s - Checked	1		5 8	5	12 1 1 9	7	9	5	6 1 1	7	1 9	6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines	s - Carry-On s - Checked			5 8 9	5 4	12 1 1 9	7	9	4	6 1 1 7	7	1 9 5	1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	s - Carry-On s - Checked byee	1		5 8 9 1	5	12 1 1 9	7	9	5	6 1 1	7	1 9 5	6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	s - Carry-On s - Checked byee			5 8 9	5 4	12 1 1 9	7	9	4	6 1 1 7	7	1 9 5	(
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	s - Carry-On s - Checked byee			5 8 9 1	5 4	12 1 1 9	7	9	4	6 1 1 7	7	1 9 5	(
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	s - Carry-On s - Checked byee		62	5 8 9 1 7	1 2	12 1 1 9 1 8	7 1	9 2 7	3	6 1 1 7 7	7 1 6	5	(
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	s - Carry-On s - Checked byee	63	62	5 8 9 1 7 1	1 2 1 57	12 1 1 9 1 8	7	9	3 1 24	6 1 1 7	7	5	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	s - Carry-On s - Checked byee cated Items		62	5 8 9 1 7	1 2	12 1 1 9 1 8	7 1	9 2 7	3	6 1 1 7 7	7 1 6	5 5 27	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplo Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach	s - Carry-On s - Checked byee	63	62	5 8 9 1 7 1	1 2 1 57	12 1 1 9 1 8	7 1	9 2 7	3 1 24	6 1 1 7	7 1 6	5	4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  120 Civil Rights Civil Rights - Hair Patdowns	s - Carry-On s - Checked byee cated Items	63	62	5 8 9 1 7 1	1 2 1 57	12 1 1 9 1 8	7 1	9 2 7	3 1 24	6 1 1 7	7 1 6	5 5 27	4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion	s - Carry-On s - Checked byee cated Items	<b>63</b> 4	62	5 8 9 1 7 1	1 2 1 <b>57</b> 2	12 1 1 9 1 8 36	7 1	9 2 7	3 1 24	6 1 1 7	7 1 6	5 5 27	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  O20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	s - Carry-On s - Checked byee cated Items 47 1 1	<b>63</b> 4	62	5 8 9 1 7 1 58 4	1 2 1 57	12 1 1 9 1 8	7 1	9 2 7	3 1 24	6 1 1 7 7 <b>19</b>	7 1 6	5 5 27	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  220 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	s - Carry-On s - Checked byee sated Items 47 1 1 1 stion Not Transs	63 4 2 1	62	5 8 9 1 7 1	1 2 1 <b>57</b> 2	12 1 1 9 1 8 36	7 1	9 2 7	3 1 24	6 1 1 7	7 1 6	5 5 27 3 2	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  O20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	s - Carry-On s - Checked byee sated Items 47 1 1 1 stion Not Transs	<b>63</b> 4	62	5 8 9 1 7 1 58 4	1 2 1 <b>57</b> 2	12 1 1 9 1 8 36	7 1	9 2 7	3 1 24	6 1 1 7 7 <b>19</b>	7 1 6	5 5 27	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplor Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	s - Carry-On s - Checked  byee  cated Items  47 1 1 attion Not Transs	63 4 2 1		5 8 9 1 7 1 <b>58</b> 4	5 4 1 2 1 57 2	12 1 1 9 1 8 36 1	9 7 1	9 2 7	3 1 24	7 7 19 1	7 1 6 25	1 9 5 5 5 27 3 2 1	1 6 6 6 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service	s - Carry-On s - Checked byee sated Items 47 1 1 1 stion Not Transs	63 4 2 1 1	9	5 8 9 1 7 1 58 4	1 2 1 <b>57</b> 2	12 1 1 9 1 8 36	7 1	9 2 7	3 1 24	6 1 1 7 7 <b>19</b>	7 1 6	1 9 5 5 5 27 3 2 1	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  120 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Profiling or Discrimina Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	s - Carry-On s - Checked byyee sated Items  47 1 1 Not Transquissgender 7	63 4 2 1 1 10 1	9	5 8 9 1 7 1 58 4	5 4 1 2 1 57 2 2	12 1 1 9 1 8 36 1	9 7 1 6	9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO	s - Carry-On s - Checked  byee  cated Items  47 1 1 attion Not Transs	63 4 2 1 1	9 1 8	5 8 9 1 7 1 <b>58</b> 4	5 4 1 2 1 57 2	12 1 1 9 1 8 36 1	9 7 1	9 2 7	3 1 24	7 7 19 1	7 1 6 25	5 5 27 3 2	43 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  1020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Profiling or Discrimina Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	s - Carry-On s - Checked byyee sated Items  47 1 1 Not Transquissgender 7	63 4 2 1 1 10 1	9	5 8 9 1 7 1 58 4	5 4 1 2 1 57 2 2	12 1 1 9 1 8 36 1	9 7 1 6	9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	s - Carry-On s - Checked over the cated Items over	63 4 2 1 1 10 1	9 1 8	5 8 9 1 7 1 58 4	5 4 1 2 1 57 2 2	12 1 1 9 1 8 36 1	9 7 1 6	9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  O20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	s - Carry-On s - Checked over the cated Items  47 1 1 1 attion Not Trans( nasgender 7 7	63 4 2 1 1 10 1 9	9 1 8 1	5 8 9 1 7 1 58 4	5 4 1 2 1 57 2 2 8 8	12 1 1 9 1 8 36 1	9 7 1 6	12 9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplor Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confiscon Screening - Retrieving Abandoned/Confiscon Screening - Security Breach  Ozolo Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Recial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trance Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	s - Carry-On s - Checked over the cated Items over	63 4 2 1 1 10 1	9 1 8	5 8 9 1 7 1 58 4	5 4 1 2 1 57 2 2 8 8	12 1 1 9 1 8 36 1	9 7 1 6	12 9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43 11
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  O20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	s - Carry-On s - Checked over the cated Items  47 1 1 1 attion Not Trans( nasgender 7 7	63 4 2 1 1 10 1 9	9 1 8 1	5 8 9 1 7 1 58 4	1 2 1 <b>57</b> 2 2 8 8 8	12 1 1 9 1 8 36 1	9 7 1 6	12 9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  Ozo Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General	s - Carry-On s - Checked over the cated Items  47 1 1 1 attion Not Trans( nasgender 7 7	63 4 2 1 1 10 1 9	9 1 8 1	5 8 9 1 7 1 58 4	5 4 1 2 1 57 2 2 8 8	12 1 1 9 1 8 36 1	9 7 1 6	12 9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2	43 43 43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Profiling or Discrimina Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - General Locks - Missing or Damaged Lock	s - Carry-On s - Checked bysee stated Items  47 1 1 1 stition Not Transquisigender 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	63 4 2 1 1 10 1 9	9 1 8 1 1 6	5 8 9 1 7 1 58 4 4 7	5  4  1 2  1 57 2  2  8  8  6 1	12 1 1 9 1 8 36 1	9 7 1 6	12 9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2 1 3	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  120 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	s - Carry-On s - Checked opyee	63 4 2 1 1 10 1 9	9 1 8 1 1 6	5 8 9 1 7 1 58 4 4 7	5  4  1 2  1 57 2  2  8  8  6 1	12 1 1 9 1 8 36 1	9 7 1 6	9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	5 5 27 3 2 1 3	4:
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  200 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA	s - Carry-On s - Checked on s - Chec	63 4 2 1 1 10 1 9 3 3 1	9 1 8 1 1 6	5 8 9 1 7 1 58 4 4 7 7	5  4  1 2  1 57 2  8  8  6 1 5	12 1 1 9 1 8 36 1 7 7	9 7 1 6	12 9 2 7 <b>13</b> 3 1 2	3 1 24 1	6 1 1 7 7 <b>19</b> 1	3 7 1 6 25	1 9 5 5 5 27 3 2 2 1 3 3 3 1 1 1	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  D20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks - General Locks - Missing or Damaged Lock Lost and Found	s - Carry-On s - Checked opyee	63 4 2 1 1 10 1 9	9 1 8 1 1 6	5 8 9 1 7 1 58 4 4 7	5  4  1 2  1 57 2  2  8  8  6 1	12 1 1 9 1 8 36 1	9 7 1 6	9 2 7 13	3 1 24	7 7 19 1	3 7 1 6 25	1 9 5 5 5 27 3 2 2 1 3 3 3 1 1 1	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  O20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexaual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	s - Carry-On s - Checked over the cated Items over	63 4 2 1 1 10 10 1 9 3 3 1 1 1 1	9 1 8 1 1 6	5 8 9 1 7 1 58 4 4 7 7	5  4  1 2  1 57 2  8  8  6 1 5	12 1 1 9 1 8 36 1 7 7	9 7 1 6	12 9 2 7 <b>13</b> 3 1 2	3 1 24 1	6 1 1 7 7 <b>19</b> 1 4 4	3 7 1 6 25	1 9 5 5 5 27 3 2 1 1 3 3 3 1 1 1 7	43
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  220 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	s - Carry-On s - Checked opyee sated Items  47 1 1 tition Not Trans( asgender 7 7 c 1 1 1 23 aged/Missii	63 4 2 1 1 10 1 9 3 3 3 1 1 1 1 1 3 2	9 1 8 1 1 6 6	5 8 9 1 7 1 58 4 7 7 5 5	5 4 1 2 1 57 2 2 8 8 8 6 1 5	12 1 1 9 1 8 36 1 7 7	9 7 1 6	12 9 2 7 13	3 1 24 1 1	6 1 1 7 7 7 <b>199</b> 1 4 4 4	3 7 1 6 25	1 9 5 5 5 27 3 2 2 1 3 3 3 1 1 1 7 1	43 43 11 10 10 10 10 10 10 10 10 10 10 10 10
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  O20 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	s - Carry-On s - Checked opyee eated Items  47 1 1 1 tition Not Trans( insgender 7 7 c 1 1 23 aged/Missii 17	63 4 2 1 1 10 1 9 3 3 1 1 1 1 3 2	9 1 8 1 1 6	5 8 9 1 7 1 58 4 4 7 7	5  4  1 2  1 57 2  8  8  6 1 5	12 1 1 9 1 8 36 1 7 7	9 7 1 6	12 9 2 7 <b>13</b> 3 1 2	3 1 24 1	6 1 1 7 7 <b>19</b> 1 4 4	3 7 1 6 25	1 9 5 5 5 27 3 2 2 1 3 3 3 1 1 1 7 1	1 6 6 5 5 2 2 10 8 8
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emplot Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Retrieving Abandoned/Confisc Screening - Security Breach Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dame	s - Carry-On s - Checked opyee eated Items  47 1 1 1 tition Not Trans( insgender 7 7 c 1 1 23 aged/Missii 17	63 4 2 1 1 10 1 9 3 3 3 1 1 1 1 1 3 2	9 1 8 1 1 6 6	5 8 9 1 7 1 58 4 7 7 5 5	5 4 1 2 1 57 2 2 8 8 8 6 1 5	12 1 1 9 1 8 36 1 7 7	9 7 1 6	12 9 2 7 13	3 1 24 1 1	6 1 1 7 7 7 19 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 7 1 6 25	1 9 5 5 5 27 3 2 2 1 3 3 3 1 1 1 7 1	1 6 6 5 5 2 2 100 8
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach Civil Rights Civil Rights - Facial Profiling or Discrimina Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	s - Carry-On s - Checked opyee eated Items  47 1 1 1 tition Not Trans( insgender 7 7 c 1 1 23 aged/Missii 17	63 4 2 1 1 10 1 9 3 3 1 1 1 1 3 2	9 1 8 1 1 6 6	5 8 9 1 7 1 58 4 7 7 5 5	5 4 1 2 1 57 2 2 8 8 8 6 1 5	12 1 1 9 1 8 36 1 7 7	9 7 1 6	12 9 2 7 13	3 1 24 1 1	6 1 1 7 7 7 19 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 7 1 6 25	1 9 5 5 5 27 3 2 2 1 3 3 3 1 1 1 7 1	1 6 6 5 5 2 2 2 100 8 8
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	s - Carry-On s - Checked opyee	63 4 2 1 1 10 1 9 3 3 1 1 1 1 3 2 9	9 1 8 1 1 6 6	5 8 9 1 7 1 58 4 4 7 7 5 5 12 11	5  4  1 2  1 57 2  2  8  8  6 1 5  8  8	12 1 1 9 1 8 36 1 1 7 7	9 7 1 6	12 9 2 7 13	3 1 24 1 1 7 7 1 4	7 19 1 4 4	3 7 1 6 25	1 9 5 5 5 7 27 3 2 2 1 1 3 3 3 1 1 1 5 5 1 1	1 6 6 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  Ocivil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Profiling or Discrimina Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	s - Carry-On s - Checked  byee  ated Items  47 1 1 1 tition Not Trans( asgender 7 7 c 1 1 1 23 aged/Missis 17 aged/Missis 6 1	63 4 2 1 1 10 1 9 3 3 1 1 1 1 3 2 9 1 1 1 3	9 1 8 1 1 6 6	5 8 9 1 7 1 58 4 4 7 7 5 5 5	5  4  1 2  1 57 2  2  8  8  6 1 5  8  8	12 1 1 9 36 1 7 7 1 1 1 9	9 7 1 6	12 9 2 7 13	3 1 24 1 1 7 1 4	7 19 1 4 4	3 7 1 6 25 2 2 2 2	1 9 5 5 5 7 3 2 2 7 1 3 3 3 1 1 1 5 5 1 2 2 1 2 1 2 1 2 1 2 1 2 1 2	1 6 6 5 5 2 2 2 2 1 1 0 8 8 1 1 1 1
Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc Screening - Security Breach  2020 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	s - Carry-On s - Checked opyee	63 4 2 1 1 10 1 9 3 3 1 1 1 1 3 2 9	9 1 8 1 1 6 6	5 8 9 1 7 1 58 4 4 7 7 5 5 12 11	5  4  1 2  1 57 2  2  8  8  6 1 5  8  8	12 1 1 9 1 8 36 1 1 7 7	9 7 1 6	12 9 2 7 13	3 1 24 1 1 7 7 1 4	7 19 1 4 4	3 7 1 6 25	1 9 5 5 5 7 3 2 2 7 1 3 3 3 1 1 1 5 5 1 2 2 1 2 1 2 1 2 1 2 1 2 1 2	4 1 6 6 5 43 1 1 6 6 7 7 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

pries						- FOIA							
	10-Oct 11				2-Feb 0	B-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes		1	1	1									
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/D	1											
Persons w/ Disabilities (PWD) - General			1			1							
Persons w/ Disabilities (PWD) - Hearing II	mpairment				1								
Persons w/ Disabilities (PWD) - Internal M		1											
Persons w/ Disabilities (PWD) - Medical D			ody	1									
			-	- 1		4							
Persons w/ Disabilities (PWD) - Medically			1			1					1		
Persons w/ Disabilities (PWD) - Metal Imp		1			1								
Persons w/ Disabilities (PWD) - Mobility D	2		1	1	2								
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	l Casts	1										
Persons w/ Disabilities (PWD) - Respirato	1		1										
Persons w/ Disabilities (PWD) - Touch Av					1								
Persons w/ Disabilities (PWD) - Wheelcha		1		1				1	1				
` '			45			40				0			4.4
Property - Special Handling	6	19	15	14	9	10	3	3	8	3	12	9	11
Property - Special Handling - Damaged Ite	ems - Carry	5	2	2	1	4			2	1	2	1	2
Property - Special Handling - Damaged Ite	2	4	5	5				1	2	2	4	1	2
Property - Special Handling - Missing Item	2	1	1	2	2	3					3		1
Property - Special Handling - Missing Item	2	9	7	5	6	3	3	2	4		3	7	5
Screening	3	5	8	9	17	5	2	3	5	4	5	2	
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Screening - Crew Member or Airline Empl	oyee			1	1								
Screening - Inconsistency							1					1	
Screening - Lengthy Lines	1				1								
Screening - Procedures/Process	2	5	8	7	15	5	1	3	4	2	5	1	
			0	1	10	0	'	0	1				
Screening - Security Breach										2			
021	31	20	14	27	21	25	49	56	63	57	67	58	48
Advanced Imaging Technology (AIT)	1												
Advanced Imaging Technology (AIT) - Fly	1												
Airline					1								
Airline - Wheelchair Assistance					1								
Civil Rights			1	1			1	2	1	2	4		
Civil Rights - Civil Rights Violation (TSA E	mployee)										1		
Civil Rights - National Origin	' ' '										1		
Civil Rights - Racial Profiling or Discrimina	ation							1	1	2	2		
									- 1	2			
Civil Rights - Sex/Gender/Gender Identity-		er		1				1					
Civil Rights - Sexual Harassment (TSA Er	nployee)		1										
Civil Rights - Transgender Screening							1						
Claims			1										
Claims - Status													
			1										
Customer Service	9	4	5	10	9	4	11	11	12	12	8	4	!
Customer Service - CSM					1								
Customer Service - Others		2	1										
Customer Service - TCC			1										
Customer Service - TSO	0	2	3	10	0	4	11	11	12	12	0	4	
	9	2	3	10	8	4	11	11	12		8	4	(
DHS TRIP				1						1			
DHS TRIP - General				1						1			
Duplicate E-mail			1	1			1				1		
Duplicate E-mail - General			1	1			1				1		
		1	1	5	2	12	14	22	30	30	30	48	19
Expedited Passenger Screening Program		1	- 1			12	14	22		30	30	40	13
Expedited Passenger Screening Program				1					1				
Expedited Passenger Screening Program	<ul> <li>TSA Application</li> </ul>	on Program	l					3	4	1	1	4	
Expedited Passenger Screening Program	- TSA PreC	1	1	4	2	12	14	19	25	29	29	43	1
Expedited Passenger Screening Program		olovees - O	nt In									1	
	1 0, 00110 2111	0.0,000	pr				1			1			
Identification (ID) Requirements											1		
Identification (ID) Requirements Identification (ID) Requirements - Domest	ic						1			1	1		
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Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	2									1 1	1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	2 2	1		3			1	3	2	1 1 1	1 3 3		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2 2 7	1 2	on Lug	3			1 1 4	3	2	1 1	1 3 3 3		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry-	-on Lug	1			1 1 4 1			1 1 1 1	1 3 3 3 2		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry- 2					1 1 4	3	2	1 1 1	1 3 3 3		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry- 2		1			1 1 4 1			1 1 1 1	1 3 3 3 2		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 7 aged/Missing Ite	1 2 emsCarry- 2		1			1 1 4 1	2	2	1 1 1 1	1 3 3 3 2		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	2 2 7 aged/Missing Ite	1 2 emsCarry- 2		1 2			1 1 4 1	2	2	1 1 1 1	1 3 3 3 2		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP	2 2 7 aged/Missing Ite	1 2 emsCarry- 2		1 2			1 1 4 1	2 1 1	2 2 1	1 1 1 1	1 3 3 3 2		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 2 7 aged/Missing It 7 rrayed ItemsC	1 2 emsCarry- 2		1 2			1 1 4 1	2 1 1	2	1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown	2 2 7 aged/Missing Ite	1 2 emsCarry- 2		1 2	1	1	1 1 4 1	2 1 1	2 2 1	1 1 1 1 1	1 3 3 3 2 1	2	:
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other	2 2 7 aged/Missing It 7 rrayed ItemsC	1 2 emsCarry- 2		1 2	1 1	1 1	1 1 4 1	2 1 1	2 2 1	1 1 1 1	1 3 3 3 2 1	2 2 2	
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2		1 2			1 1 4 1	2 1 1 1	2 2 1	1 1 1 1 1	1 3 3 3 2 1		:
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2		1 2			1 1 4 1	2 1 1 1 4 3	2 2 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - General	2 2 7 aged/Missing Itr 7 rrayed ItemsC	1 2 emsCarry- 2	Checked	1 2 1 1			1 1 4 1 3	2 1 1 1 4 3	2 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer as Observer	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2		1 2			1 1 4 1	2 1 1 1 4 3	2 2 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - General	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2	Checked	1 2 1 1			1 1 4 1 3	2 1 1 1 4 3	2 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2	Checked 2	1 2 1 1			1 1 4 1 3	2 1 1 1 4 3	2 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2 arry-on or C	Checked  2 2	1 1 1			1 1 4 1 3 3	2 1 1 1 4 3	2 1 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 1 1			1 1 4 1 3	2 1 1 1 4 3	2 1 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	2 2 7 aged/Missing Ite 7 rrayed ItemsC	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 1 1			1 1 4 1 3 3	2 1 1 1 4 3	2 1 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical Im Persons w/ Disabilities (PWD) - Metal Imp	2 2 7 aged/Missing Itr 7 rrayed ItemsC 2 1 1 bectrum 1 Devices - Attach	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 1 1			1 1 4 1 3 3	2 1 1 1 4 3	2 1 1 1 4	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	2 2 7 aged/Missing Itr 7 rrayed ItemsC 2 1 1 bectrum 1 Devices - Attach	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 1 1			1 1 4 1 3 3	2 1 1 1 4 3	2 1 1 1	1 1 1 1 1	1 3 3 3 2 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical Im Persons w/ Disabilities (PWD) - Metal Imp	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 Dectrum  Devices - Attach Necessary Mediants (joint) 1	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 1 1			1 1 4 1 3 3	2 1 1 1 4 3	2 1 1 1 4	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Identification - Medical Ide	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 Dectrum  Devices - Attach Necessary Mediants (joint) 1	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 2 1 1 supplies	1		1 1 4 1 3 3	2 1 1 1 4 3 1 1	2 1 1 1 4 4 1 1 1	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S; Persons w/ Disabilities (PWD) - Medicall D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 1 Devices - Attach Necessary Merolants (joint) 1 air/ Scooter/ Seg	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 1 1			1 1 4 1 3 3	2 1 1 1 4 3 1 1	2 1 1 1 4 4 1 1 1	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility C Persons w/ Disabilities (PWD) - Wheelche	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 1 Devices - Attach Necessary Merolants (joint) 1 air/ Scooter/ Seg	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 2 1 1 supplies	1		1 1 4 1 3 3	2 1 1 1 4 3 1 1	2 1 1 1 4 4 1 1 1	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S; Persons w/ Disabilities (PWD) - Medicall D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 1 Devices - Attach Necessary Merolants (joint) 1 air/ Scooter/ Seg	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 2 1 1 supplies	1		1 1 4 1 3 3	2 1 1 1 4 3 1 1	2 1 1 1 4 4 1 1 1	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medical D Persons w/ Disa	2 2 7 aged/Missing Itt 7 rrayed ItemsC 2 1 1 1 bectrum  Devices - Attach Necessary Mediants (joint) 1 air/ Scooter/ Seg	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1		1 1 4 1 3 3	2 1 1 1 4 3 1 1	2 1 1 1 4 4 1 1 1	1 1 1 1 1	1 3 3 3 2 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Medical Dy Persons w/ Disabilities (PWD) - Medical Dy Persons w/ Disabilities (PWD) - Medical Dy Persons w/ Disabilities (PWD) - Mobility Dy Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - General Prohibited & Permitted Items - Sporting Gy	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 bectrum 1 bevices - Attache Necessary Mediants (joint) 1 air/ Scooter/ Seg	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Checked  2 2 2 ody I Medical S	1 2 1 1 1 supplies 1 1 1	1	1	1 1 3 3	2 1 1 1 4 3 1 1	2 1 1 1 1 1 1 1	1 1 1 1 1 1 1 3 3 3 3	1 3 3 3 2 1 1	2	
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Inpersons w/ Disabilities (PWD) - Medical Inp	2 2 7 aged/Missing Itt 7 rrayed ItemsC  2 1 1 Dectrum  Devices - Attach Necessary Medilants (joint) 1 air/ Scooter/ Seg	1 2 emsCarry- 2 arry-on or C	Checked  2 2 2 ody	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1		1 1 1 1 1 1 7	2 1 1 1 4 3 1 1	2 1 1 1 1 1 1 1 1 8	1 1 1 1 1	1 3 3 3 2 1 1 4 4 4 1 1		
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dy Persons w/ Disabilities (PWD) - Medical Im Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Seneral Prohibited & Permitted Items - Sporting G Property - Special Handling Pomaged Ite	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 1 Dectrum  Devices - Attach Necessary Mediants (joint) 1 air/ Scooter/ Seg //Baby Form  oods 6 ems - Carry-On	1 2 emsCarry- 2 arry-on or C ed to the Bo dication and gway 1 1	2 2 2 2 ody I Medical S	1	1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 4 3 1 1	2 2 1 1 1 1 1 1 1 1 1 8 4	1 1 1 1 1 1 3 3 3 3	1 3 3 3 2 1 1 4 4 4 1 1 1	2	
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Inpersons w/ Disabilities (PWD) - Medical Inp	2 2 7 aged/Missing Ite 7 rrayed ItemsC 2 1 1 1 Dectrum  Devices - Attach Necessary Mediants (joint) 1 air/ Scooter/ Seg //Baby Form  oods 6 ems - Carry-On	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Checked  2 2 2 ody I Medical S	1 2 1 1 1 supplies 1 1 1	1	1	1 1 1 1 1 1 7	2 1 1 1 4 3 1 1	2 1 1 1 1 1 1 1 1 8	1 1 1 1 1 1 1 3 3 3 3	1 3 3 3 2 1 1 4 4 4 1 1	2	1 1 1
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Autism S; Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - General Prohibited & Permitted Items - Sporting G Property - Special Handling - Damaged Ite	2 2 7 aged/Missing ltd 7 rrayed ItemsC  2 1 1 1 Dectrum  Devices - Attach Necessary Mediants (joint) 1 air/ Scooter/ Seg //Baby Form  oods 6 ems - Carry-On 2	1 2 emsCarry- 2 arry-on or C ed to the Bo dication and gway 1 1	2 2 2 2 ody I Medical S	1	1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 4 3 1 1	2 2 1 1 1 1 1 1 1 1 1 8 4	1 1 1 1 1 1 3 3 3 3	1 3 3 3 2 1 1 4 4 4 1 1 1	2	
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Wheelcher Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - Sporting Geroperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 2 7 aged/Missing Ite 7 rrayed ItemsC  2 1 1 1 Devices - Attach Necessary Mec Plants (joint) 1 air/ Scooter/ Seg //Baby Form  oods 6 ems - Carry-On 2 2	1 2 emsCarry-2 arry-on or C  ed to the Bodication and 1 1 6 2 1	2 2 2 2 ody I Medical S	1	1 1 1	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 4 3 1 1	2 2 1 1 1 1 1 1 1 1 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 3 3 3 2 1 1 4 4 4 4 1 1 1	2	1 1 1
Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to CBP No Jurisdiction - Refer to Other Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) - Autism S; Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Prohibited & Permitted Items - General Prohibited & Permitted Items - Sporting G Property - Special Handling - Damaged Ite	2 2 7 aged/Missing Ite 7 rrayed ItemsC  2 1 1 1 Devices - Attach Necessary Mec Plants (joint) 1 air/ Scooter/ Seg //Baby Form  oods 6 ems - Carry-On 2 2	1 2 emsCarry- 2 arry-on or C ed to the Bo dication and 1 1 6 2	2 2 2 2 ody I Medical S	1	1	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 4 3 1 1	2 2 1 1 1 1 1 1 1 1 1 8 4	1 1 1 1 1 1 3 3 3 3	1 3 3 3 2 1 1 4 4 4 4 7 7 3 2	2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

egories	40 Oot		12-Dec			Tool - FOIA		OF Mo:	OG lur	07 1	00 4	00 Cor	Total
-	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency			2		1	3	1	1					
Screening - Military		1											
Screening - Procedures/Process	3	4		1	5	3	6	4	4	4	3	3	4
2022	77	111	115	102	121								52
Airline		1											
Airline - Policy/Regulations/Service	_	1											
Civil Rights	2	3	2	3	1								1
Civil Rights - Racial Profiling or Discrimin	1	2	2		1								
Civil Rights - Sex/Gender/Gender Identity	1	1		1									;
Civil Rights - Transgender Screening				2									
Customer Service	4	10	16	10	7								4
Customer Service - TSO	4	10	16	10	7								4
Expedited Passenger Screening Program	56	83	86	76	86								38
Expedited Passenger Screening Program	5	8	8	1	4								2
Expedited Passenger Screening Program	51	75	78	75	82								36
Locks	1				1								
Locks - General	1												
Locks - Missing or Damaged Lock					1								
Lost and Found		1			1								
Lost and Found - Airport/TSA		1			1								
Mishandling of Passenger Property	2			3	6								1
Mishandling of Passenger Property - Dam	2			1	5								
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	nspecified L	uggage	1								
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	2									
No Jurisdiction	1				1								
No Jurisdiction - No Referral	1												
No Jurisdiction - Refer to CBP					1								
Patdown	2	2	2	2									
Patdown - Flyer	2	2	2	2									
Persons w/ Disabilities (PWD)	2		1	1	4								
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										
Persons w/ Disabilities (PWD) - General					1								
Persons w/ Disabilities (PWD) - Hearing I	mpairment				2								
Persons w/ Disabilities (PWD) - Medical I					1								
Persons w/ Disabilities (PWD) - Prosthes													
Persons w/ Disabilities (PWD) - Wheelch		Segway		1									
Prohibited & Permitted Items		2											
Prohibited & Permitted Items - Lighters/M	l atches	1											
Prohibited & Permitted Items - Liquids/Ge		1											
Property - Special Handling	3	3	3	2	2								1:
Property - Special Handling - Damaged It		1	1										
Property - Special Handling - Damaged It		1		1									
Property - Special Handling - Missing Iter				1	2								
Property - Special Handling - Missing Iter		1	2	1									
Request for Assistance	is - Checke	1			1								
					1								
Request for Assistance - Other	A		-	-	11								
Screening Inconsistency	4	6	5	5	11								3
Screening - Inconsistency Screening - Procedures/Process	4	2	3	<u>1</u>	40								2
	4	4	3	- 3	10								2

gories	10-Oct		12-Dec	01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
julies	10-Oct 7	11-NOV 3	12-Dec 6	01-Jan 5	02-Feb 7	U3-Mar 9	04-Apr 4	U5-May		07-Jui 8			
	1	3	О										
2019				2	4	8	3	1	2	1	4	2	
Customer Service				1		2	1						
Customer Service - Others							1						
Customer Service - TSO				1		2							
Locks									1	1			
Locks - Missing or Damaged Lock									1	1			
Mishandling of Passenger Property				1	3			1	1		1	1	
Mishandling of Passenger Property - Dam	aned/Missing	ItemsChe	ecked Bar	1	2			1	1		1		
Mishandling of Passenger Property - Disa					1			'	'		'	'	
Patdown	rayed items	Carry-Orr O	CHECKEU		- 1	4							
						1							
Patdown - Flyer						1							
Property - Special Handling						2	1				2		
Property - Special Handling - Damaged Ite	ems - Checke	d				1							
Property - Special Handling - Missing Item	s - Carry-On					1							
Property - Special Handling - Missing Item	s - Checked						1				2		
Screening					1	3	1				1	1	
Screening - Lengthy Lines					1	1	1						
						2					1		
Screening - Procedures/Process											I		
Screening - Security Breach												1	
2020		2	5	1	1	1	1		1	4	1		
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service							1						
Customer Service - TSO							1						
Lost and Found			1										
Lost and Found - Airport/TSA			1										
		4			4	4				0			
Mishandling of Passenger Property		1	2		1	1				2			
Mishandling of Passenger Property - Dam		1	1		1	1				2			
Mishandling of Passenger Property - Disa	rayed Items	Carry-on	1										
Patdown			2							1			
Patdown - Flyer			2							1			
Property - Special Handling		1		1									
Property - Special Handling - Damaged Ite	ems - Checl	1		1									
Screening										1	1		
Screening - Lengthy Lines											1		
										4			
Screening - Procedures/Process										1			
2021	6			1	1			2	1	3		1	
Customer Service	1									1			
Customer Service - TSO	1									1			
Mishandling of Passenger Property	2												
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	1												
Patdown	1								1				
	1								1				
Patdown - Flyer	1												
Patdown - Flyer as Observer									1				
Prohibited & Permitted Items					1								
Prohibited & Permitted Items - Liquids/Ge	s/Aerosols				1								
Property - Special Handling								2		2		1	
Property - Special Handling - Damaged Ite	ms - Checked	1						1				1	
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item										2			
Screening	2			1									
<u> </u>													
Screening - Procedures/Process	2			1									
2022	1	1	1	1	1								
Expedited Passenger Screening Program		1		1	1								
Expedited Passenger Screening Program	- TSA Appl	1											
Expedited Passenger Screening Program		eck		1	1								
Mishandling of Passenger Property	1												
	- 1												
Mishandling of Passenger Property - Dam	1		4										
			1										

ategories	10-Oct 11			)1-Jan	CC) Data To 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
-													TOLA
ITN and a	6	12	7	7	12	3	4	5		4	7		
2019					4	3	2	3	5	2	3	5	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimin	ation									1			
Customer Service					1		2		2		1	3	
Customer Service - TSO					1		2		2		1	3	
Lost and Found						1			1	1			
Lost and Found - Airport/TSA						1			1	1			
Mishandling of Passenger Property					1			2	2			1	
Mishandling of Passenger Property - Dam	naged/Missing It	emsChec	ked Bagga	ige	1				2			1	
Mishandling of Passenger Property - Dam	naged/Missing It	emsUnsp	ecified Lug	gage				1					
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or	Checked					1					
Patdown						1							
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Mobility [	ı Disabilitv (Not W	heelchair (	or Scooter)		1								
Property - Special Handling					1						1		
Property - Special Handling - Missing Iten	ns - Carry-On				1						1		
Screening	1					1		1			1	1	
Screening - Procedures/Process						1		1			1	1	
2020	5	3	1	1	4			'					
Customer Service	3	2	'		*								
	3	2											
Customer Service - TSO	3				4								
Locks					1								
Locks - Missing or Damaged Lock			4		1								
Mishandling of Passenger Property	1/0.41		1		1								
Mishandling of Passenger Property - Dam			1										
Mishandling of Passenger Property - Dam	naged/Missing It	emsChec	ked Bagga	_	1								
Patdown				1	1								
Patdown - Flyer				1	1								
Property - Special Handling	1	1											
Property - Special Handling - Missing Iten	1	1											
Screening	1				1								
Screening - Inconsistency					1								
Screening - Procedures/Process	1												
2021				2	1		2	2	7	2	4	1	
Customer Service									1	1	1		
Customer Service - TSO									1	1	1		
Expedited Passenger Screening Program					1		1	2	6	1	2		
Expedited Passenger Screening Program	- TSA PreChec	k			1		1	2	6	1	2		
No Jurisdiction				1									
No Jurisdiction - Refer to Other				1									
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Medical I	L Devices - Δttach	ed to the P	Rody				1						
Property - Special Handling	Tovious - Allauri	ou to the D	Joay				- 1				1	1	
Property - Special Handling - Missing Iten	ne - Carny-On										1	1	
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten											- 1	1	
	iis - Checked			1								- 1	
Screening Presedures/Presess				1									
Screening - Procedures/Process		_	_										
2022	1	9	6	4	3								
Customer Service	1	1	1		1								
Customer Service - TSO	1	1	1		1								
Expedited Passenger Screening Program		8	5	4	2								
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA PreC	7	5	4	2								

orine	40 Oct 4		12 Dag (	d lon	02 Eab 0	I - FOIA	04 455	OF Mov	06 1	07 1	00 4	00 Con	Total
pories						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-	29	22	27	39	26	15	19	17	13	19	26		291
2019				2	2	6	10	7	6	5	6	8	52
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Customer Service							2		2				4
Customer Service - TSO							2		2				4
Locks						1	1	1	1				4
Locks - Missing or Damaged Lock						1	1	1	1				4
Mishandling of Passenger Property						2	4	2		2	2	2	14
Mishandling of Passenger Property - Dam	aged/Missing I	temsCarr	ry-on Lugga	ge								1	1
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	cked Bagga	ge		2	2	2		1	2	1	10
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on or	Checked				2			1			3
Patdown							1	1				1	3
Patdown - Flyer							1	1				1	3
Persons w/ Disabilities (PWD)										1	1	1	3
Persons w/ Disabilities (PWD) - Medically	l Necessarv Me	dication a	nd Medical S	Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility [												1	1
Persons w/ Disabilities (PWD) - Wheelcha			or cocotor)								1		1
Property - Special Handling		gway		1	2	3	1	1	1	2	3	2	16
				- 1	1	3	1	ı	l l	1			
Property - Special Handling - Damaged Ite								-		- 1			2
Property - Special Handling - Damaged Ite				1	1			1			1	1	5
Property - Special Handling - Missing Item											1		1
Property - Special Handling - Missing Item	ns - Checked					3	1		1	1	1	1	8
Screening				1				2	2			2	7
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1				1	2			2	6
2020	6	5	9	10	10	5			1	6	5	13	70
Civil Rights			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	1		2	2	1	1			1		1	8	17
Customer Service - Others	'				ı	- 1			1			6	6
Customer Service - Others  Customer Service - TSO	4		2	0	4	4			4		1		
	1		2	2	1	1			1		1	2	11
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	3	1	1	3	1	3				2		2	16
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1	1	1	2	1	2				2		2	12
Mishandling of Passenger Property - Dam	aged/Missing I	temsUns	pecified I	1									1
Mishandling of Passenger Property - Disa	1					1							2
Patdown				1							1		2
Patdown - Flyer				1							1		2
Persons w/ Disabilities (PWD)		1		1	1							1	4
Persons w/ Disabilities (PWD) - Cognitive	l /Develonment:		Disability		1							· ·	1
Persons w/ Disabilities (PWD) - General	 	1	Disability		'								1
. ,	. N	alla a Alla a a a a	and Mandia										
Persons w/ Disabilities (PWD) - Medically			na ivieaic	1									1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra											1	1
Property - Special Handling	1	1	3	1	5					2	1	1	15
Property - Special Handling - Damaged Ite		1	1		3					1			6
Property - Special Handling - Missing Item										1			1
Property - Special Handling - Missing Item	1		2	1	2						1	1	8
Screening	1	1	1	2	2	1				2	2	1	13
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1	1	1	2	1				2	2	1	11
Screening - Security Breach													
				1									1
·	42	7		1 5	,	4	•	10					1
2021	12	7	5	1 5	3	4	9	10	6	8	15		102
2021 Civil Rights	12	7	5		3	<b>4</b> 2	<b>9</b> 1	<b>10</b>	6	1			<b>102</b> 5
2021 Civil Rights Civil Rights - Age		7	5		3	2	1	1	6				102 5 1
2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina	ation			5	3	2	1	1		1	15	18	5 1 4
2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service	ation 4	4	<b>5</b>		3	2	1	1	2	1		18	5 1 4 23
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	ation		2	2	3	2	1	1		1	15	18	5 1 4
2021 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service	ation 4	4		5	3	2	1	1		1	15	18	5 1 4 23
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	ation 4 2	4 3	2	2	3	2 1	1 1	1 1 1	2	1 1 3	<b>15</b>	1 1	102 5 1 4 23 5
2021 Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	ation 4 2 2	4 3 1	2 2 2	2	3	2 1	1 1 1	1 1 1	2	3	2 2	1 1	5 1 4 23 5 18
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  4 2 2 - TSA Applicat	4 3 1	2 2 2	2	3	2 1	1 1 1 1 4	1 1 1 3	2 2 3	3 3 3	2 2 10	18	5 1 4 23 5 18 33
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program	ation  4 2 2 - TSA Applicat	4 3 1	2 2 2	2	3	2 1	1 1 1 1 4 1	1 1 1	2	3	2 2	18	5 1 4 23 5 18 33 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	ation  4 2 2 - TSA Applicat - TSA PreChec	4 3 1	2 2 2	2	3	2 1	1 1 1 1 4 1	1 1 1 3	2 2 3	3 3 3	2 2 10	18 1 1 8 8	102 5 1 4 23 5 18 33 1 32
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest	ation  4 2 2 - TSA Applicat - TSA PreChec	4 3 1	2 2 2	2	3	2 1	1 1 1 1 4 1	1 1 1 3	2 2 3	3 3 3	2 2 10	18	102 5 1 4 23 5 18 33 1 32 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	ation  4 2 2 - TSA Applicat - TSA PreChec	4 3 1	2 2 2	2	3	2 1	1 1 1 1 4 1	1 1 1 3	2 2 3	3 3 3	2 2 10	18 1 1 8 8 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	ation  4 2 2 2 - TSA Applicat - TSA PreChec	4 3 1 ion Progra	2 2 2 2 m 2	2 2	3	2 1	1 1 1 1 4 1 1 3	1 1 1 3	2 2 3	1 1 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	ation  4 2 2 - TSA Applicat - TSA PreChec	4 3 1 ion Progra	2 2 2 m 2	2 2	3	2 1	1 1 1 4 1 3	1 1 1 3	2 2 3	1 1 3 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2	3	2 1	1 1 1 1 4 1 1 3	1 1 1 3	2 2 3 3	1 1 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 9
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2	3	2 1	1 1 1 4 1 3	1 1 1 3	2 2 3	1 1 3 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 9 8
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 1 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 9 8 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2	3	2 1	1 1 1 4 1 3	1 1 1 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 9 8 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 1 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 9 8 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 9 8 1 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discriming Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 9 8 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed ItemsC	4 3 1 1 ion Progra sk	2 2 2 m 2	2 2 1 1 1 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 9 8 1 1 1 2 2 2
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed Items—C	4 3 1 ion Progra ck	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 9 8 1 1 2 3 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Too	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrrayed ItemsC	4 3 1 ion Progra ck	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1	3	2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 9 8 1 1 1 2 3 3 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge	ation  4 2 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrrayed Items—C	4 3 1 ion Progra ck	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1		2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	2 2 10 10	18 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	102 5 1 4 23 5 18 33 1 1 1 1 9 8 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed ItemsC	4 3 1 ion Progra k  2 2 Carry-on or	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1	1	2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10	18 1 1 8 8 1 1 1 1 1	102 5 1 4 23 5 18 33 1 1 1 1 1 9 8 1 1 1 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed ItemsC	4 3 1 ion Progra k  2 2 Carry-on or	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1		2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10	18 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	102 5 1 4 23 5 18 33 1 1 1 1 1 9 8 1 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed ItemsC	4 3 1 ion Progra k  2 2 Carry-on or	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1	1	2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10	18 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed ItemsC	4 3 1 ion Progra k  2 2 Carry-on or	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1		2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10	18 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	102 5 1 4 23 5 18 33 1 1 1 1 1 9 8 1 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed ItemsC	4 3 1 ion Progra k  2 2 Carry-on or	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1	1	2 1	1 1 1 4 1 3	1 1 3 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10	18 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa No Jurisdiction No Jurisdiction - Refer to Other Patdown Patdown - Flyer Prohibited & Permitted Items - Electronic Prohibited & Permitted Items - Knives/Toc Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation  4 2 2 - TSA Applicat - TSA PreChect ic  1 1 rrayed Items-C	4 3 1 ion Progrask  2 2 Carry-on or	2 2 2 m 2	2 2 1 1 1 1 1 1 1 1 1 1	1	2 1 1	1 1 1 3 3	1 1 1 3 3	2 2 3 3	1 1 3 3 3 3 3	15 2 2 10 10 10	18 1 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	102 5 1 4 23 5 18 33 1 32 1 1 1 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1

			SA Contac	t Center (1	CC) Data	001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	2	1			1	1		1			1	4	11
2022	11	10	13	22	11								67
Civil Rights		2											2
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Customer Service	1	1	2	4	1								9
Customer Service - TSO	1	1	2	4	1								9
Expedited Passenger Screening Program	8	7	11	15	4								45
Expedited Passenger Screening Program	- TSA Appl	2											2
Expedited Passenger Screening Program	8	5	11	15	4								43
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	1								1
Property - Special Handling				2	1								3
Property - Special Handling - Missing Item	ns - Carry-O	n		1	1								2
Property - Special Handling - Missing Item	ns - Checke	d		1									1
Screening	1			1	3								5
Screening - Inconsistency					1								1
Screening - Procedures/Process	1			1	2								4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUP											1		1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1

			Contact Cente		•								
Categories	10-Oct 11	I-Nov 12	2-Dec 01-Ja	n 0	2-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	25	30	22	25	54	32	26	22	18	28	26	21	329
2019				7	14	14	12	11	5	7	10	9	89
Civil Rights					1	1	2						4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimina	ation				1	1	1						3
Customer Service				1	2			1			2		6
Customer Service - Others					1								1
Customer Service - TSO				1	1			1			2		5
Locks				1	- '	1		2		3			7
						1							
Locks - Missing or Damaged Lock				1				2		3			7
Mishandling of Passenger Property				2	3	4	2	3	3	1		3	25
Mishandling of Passenger Property - Dam				•							1		1
Mishandling of Passenger Property - Dam				2	1	3	2	1	2		3	2	16
Mishandling of Passenger Property - Dam									1	1			2
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked		2	1		2				1	6
Patdown							2					2	4
Patdown - Flyer							2					2	4
Persons w/ Disabilities (PWD)								1			1	1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	d Medical Suppl	ies								1	1
Persons w/ Disabilities (PWD) - Mobility [	Disability (Not W	heelchair o	r Scooter)					1					1
Property - Special Handling				2	7	6	2	4	1	3	3 2	2	29
Property - Special Handling - Damaged It	ems - Carry-On							1					1
Property - Special Handling - Damaged It					2	2		1		2	2 1		8
Property - Special Handling - Missing Iten							1						1
Property - Special Handling - Missing Iten				2	5	4	1	2	1	1	1	2	19
Screening	2.100.100			1	1	2	4		1		1	1	11
Screening - Lengthy Lines				-		2					'		2
Screening - Lengthy Lines  Screening - Procedures/Process				1	1		3		1		1	1	8
				1	1		1		- 1		1	1	
Screening - Security Breach	_	40	•	_	45	44		4	•	-		-	1
2020	9	12	9	5	15	11	1	1	6	5	. 2	5	81
Civil Rights		4			1				1				6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimina		1											1
Civil Rights - Sex/Gender/Gender Identity		3			1								4
Customer Service	1	1			3	2	1	1	2		1	1	13
Customer Service - Others	1												1
Customer Service - TSO		1			3	2	1	1	2		1	1	12
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Mishandling of Passenger Property	4	3	2		3	3			3	3	3	3	24
Mishandling of Passenger Property - Dam	2	2	1		3	2			3	2		3	18
Mishandling of Passenger Property - Disa	2	1	1			1				1			6
Patdown			1			2							3
Patdown - Flyer			1			2							3
Persons w/ Disabilities (PWD)		2	1	1		2							6
Persons w/ Disabilities (PWD) - Autism S	nectrum		1	•									1
Persons w/ Disabilities (PWD) - Medically		dication and	d Medical Suppl	ies		1							1
Persons w/ Disabilities (PWD) - Metal Imp		1	a Modiodi Odppi	100									1
Persons w/ Disabilities (PWD) - Mobility I	. ,	/heelchair o	or Scoot	1									1
Persons w/ Disabilities (PWD) - Ostomy/0		Tieelcriaii 0	J 30001	'		1							1
		1				- 1							
Persons w/ Disabilities (PWD) - Prosthesi	S/Ampulees	1	4	0	4	-					4	4	1
Property - Special Handling	2	1	1	2	4	1				1	1	1	14
Property - Special Handling - Damaged It				4	1								1
Property - Special Handling - Damaged It				1	2								3
Property - Special Handling - Missing Iten				1									2
Property - Special Handling - Missing Iten		1	1		1	1				1		1	8
Screening	1		2	1	3	1				1			9
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1	1	3	1				1			8
2021	7	5	1	1	9	7	13	10	7	16	14	7	97
Civil Rights		1					1						2
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Customer Service	1	1			2	1	2		1	1	1		10
Customer Service - TSO	1	1			2	1	2		1	1			10
Expedited Passenger Screening Program	'				2	3	5	4	1	10		5	41
Expedited Passenger Screening Program	- DoD				_	J	J	7		10		J	2
Expedited Passenger Screening Program		Member					1				1		1
						1	1	1					2
Expedited Passenger Screening Program			I		0		4			_	4.4	_	
Expedited Passenger Screening Program	- TSA PreChec				2	2	4	3		9	) 11	5	36
Locks		1				1		1					3
Locks - Missing or Damaged Lock		1				1		1					3
Mishandling of Passenger Property	1	1			1		1	2		1			7
Mishandling of Passenger Property - Dam					1		1	2		1			6
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Patdown		1								2	2		3
Patdown - Flyer										2			2
Patdown - Non-Flyer		1								_			1
Persons w/ Disabilities (PWD)		•							1			1	2
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	d Medical Suppl	ies					1			1	1
Persons w/ Disabilities (PWD) - Neutocally		ailu	viodiodi Guppi						1			1	1
			1			1	2		2	2	)		
Property - Special Handling - Damaged Its	4		ı			1				- 2			12
Property - Special Handling - Damaged It													1
Property - Special Handling - Damaged It							1			1			2
D						1			1	1			5
Property - Special Handling - Missing Iten	2												

		7	TSA Contac	ct Center (1	「CC) Data 1	ool - FOIA	L						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	1		1				1		1				4
Screening	1			1	4	1	2	3	3		1	1	17
Screening - Inconsistency				1	2	1		1					5
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process	1				1		2	2	3			1	10
2022	9	13	12	12	16								62
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimina	ation			1									
Customer Service	1	2	1	1	3								
Customer Service - TSO	1	2	1	1	3								
Expedited Passenger Screening Program	6	9	10	10	12								4
Expedited Passenger Screening Program	- DoD	2											
Expedited Passenger Screening Program	- TSA Appli	ication Proç	1										
Expedited Passenger Screening Program	6	7	9	9	12								4
Expedited Passenger Screening Program	- TSA/DHS	Employees	s - Opt In	1									
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest	ic				1								
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										
No Jurisdiction		1											
No Jurisdiction - Refer to Other		1											
Patdown		1											
Patdown - Flyer		1											
Screening	2												
Screening - Procedures/Process	2												- :

atogorios	40.0-4			ct Center (				OF Mari	00 1	07 1	00 4	00 0-1	Tatal
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	6	4	2	: 6	-	1	_	-		11			72
2019					1		1	3	1	5	3	6	
Civil Rights	. 4'									1			1
Civil Rights - Racial Profiling or Discrimin	ation									1			
Customer Service											2		2
Customer Service - TSO											2		2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property								1		1		1	
Mishandling of Passenger Property - Dam									1		1	1	
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	ed				1		1			2
Property - Special Handling								1		3		1	
Property - Special Handling - Missing Iter	ns - Checked							1		3		1	
Screening					1			1				2	
Screening - Procedures/Process					1			1				1	3
Screening - Security Breach												1	
2020	2	4			1						3		11
Customer Service											2		2
Customer Service - TSO											2		2
Locks		1			1								
Locks - General					1								
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property	2	3									1	1	
Mishandling of Passenger Property - Dam	2	3									1	1	7
2021	1			1		1	1		3	6	5	9	27
Customer Service				1					2	4	2		(
Customer Service - TSO				1					2	4	2		9
Expedited Passenger Screening Program										1	2	8	1
Expedited Passenger Screening Program	- TSA PreChe	eck								1	2	8	1
Mishandling of Passenger Property	1					1							
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCl	necked Ba	ggage		1							
Mishandling of Passenger Property - Disa	1												
Persons w/ Disabilities (PWD)										1	1		
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)									1			
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	nd Casts									1		
Property - Special Handling									1			1	
Property - Special Handling - Damaged It	ems - Carry-O	n										1	
Property - Special Handling - Missing Iter									1				
Screening							1						
Screening - Procedures/Process							1						
2022	3		2	: 5	4								14
Customer Service	1												
Customer Service - TSO	1												-
Expedited Passenger Screening Program	2		2	2 5	3								12
Expedited Passenger Screening Program		ition Prod		. 1									
Exposition i decorige concoming i regioni													11
Expedited Passenger Screening Program	) 2		2	2 4									
Expedited Passenger Screening Program Screening	2		2	2 4	3								

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVF						1							1
2020						1							1
Customer Service						1							1
Customer Service - TSO						1							1

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF	3	1	2	2				1	2	1	2		
2019								1	2	1	1		
Customer Service									1				
Customer Service - TSO									1				
Mishandling of Passenger Property										1	1		
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d						1	1		
Patdown								1					
Patdown - Flyer								1					
Screening									1				
Screening - Procedures/Process									1				
2020	2			2									
Mishandling of Passenger Property	1			1									
Mishandling of Passenger Property - Dam	1			1									
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening				1									
Screening - Procedures/Process				1									
2021			1								1		
Property - Special Handling			1										
Property - Special Handling - Damaged Ite	ems - Check	red	1										
Screening											1		
Screening - Procedures/Process											1		
2022	1	1	1										
Customer Service			1										
Customer Service - Others			1										
Expedited Passenger Screening Program	1												
Expedited Passenger Screening Program	1												
Screening		1											
Screening - Procedures/Process		1											

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	2	2		1		3	1		2		2		
2019						2	1		2		1		
Civil Rights									1				
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	ender							1				
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property						1			1				
Mishandling of Passenger Property - Dam	ı aged/Missir	g ItemsC	hecked Bag	ggage					1				
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d		1							
Patdown						1							
Patdown - Flyer						1							
Property - Special Handling							1						
Property - Special Handling - Damaged It	ems - Check	ed					1						
2020	1	2		1	1								
Civil Rights		1											
Civil Rights - Age		1											
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	1									
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening		1			1								
Screening - Procedures/Process		1			1								
2021						1					1		
Patdown						1							
Patdown - General						1							
Property - Special Handling											1		
Property - Special Handling - Damaged It	ems - Check	ted									1		
2022	1				1								
Expedited Passenger Screening Program					1								
Expedited Passenger Screening Program	- TSA PreC	heck			1								
Patdown	1												
Patdown - Flyer	1												

Categories	10-Oct	11-Nov	12-D		01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	3	5		6	4	5	1	2	00-iliay	3	4	4	2	3
2019	3	5		0	4	9	1	2		3	2	4	1	
Locks										3			1	
Locks - Missing or Damaged Lock													1	
Mishandling of Passenger Property				L D				2		1				
Mishandling of Passenger Property - Dam					ige			1						
Mishandling of Passenger Property - Disar	rrayed Items	Carry-on	or Che	ecked				1		1				
Property - Special Handling	01 1									2				
Property - Special Handling - Damaged Ite										1				
Property - Special Handling - Missing Item	is - Checked									1				
Screening											2			
Screening - Procedures/Process											2			
2020	2			1	1	2							1	
Customer Service	1			1		1								
Customer Service - TSO	1			1		1								
Locks						1							1	
Locks - Missing or Damaged Lock						1							1	
Mishandling of Passenger Property	1				1									
Mishandling of Passenger Property - Dam	1				1									
2021		2		2	2	1	1				2	4		
Airline											1			
Airline - Policy/Regulations/Service											1			
Customer Service				2	2									
Customer Service - TCC					1									
Customer Service - TSO				2	1									
Expedited Passenger Screening Program											1	3		
Expedited Passenger Screening Program	- TSA Applio	cation Prod	gram									1		
Expedited Passenger Screening Program											1	2		
Prohibited & Permitted Items												1		
Prohibited & Permitted Items - Breast Milk	/Baby Form	ula/Breast	Pump									1		
Property - Special Handling	,	1												
Property - Special Handling - Damaged Ite	ems - Checl	1												
Screening		1				1	1							
Screening - Lengthy Lines						1	1							
Screening - Procedures/Process		1												
2022	1	3		3	1	2								
Customer Service	•	1												
Customer Service - TSO		1												
Expedited Passenger Screening Program		1		1	1	2								
Expedited Passenger Screening Program	- TSA PreC	1		1	1	2								
Patdown	- TOATTEC	- 1		1	- 1									
Patdown - Flyer				1										
•	1	1		1										
Screening		1		1										
Screening - Crew Member or Airline Emple				1										
Screening - Procedures/Process	1	1												

Categories	10-Oot 4	1_Nov					00l - FOIA		OS Mari	06 1	07 11	08 4~	00 800	Total
-		1-Nov	12-De		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS	18	22	2	18	18	11	6	8	15	18	8	13	16	171
2019					3	1	5	3	11	5	5	5	7	45
Civil Rights								1						1
Civil Rights - National Origin							0	1	4	4		4	4	1
Customer Service Others							3		1	1		1	1	7
Customer Service - Others							3		4				4	3
Customer Service - TSO					- 4				1	1		1	1	4
Locks Missing or Damaged Lock					1								1	3
Locks - Missing or Damaged Lock					1				1		4	2	1	3
Mishandling of Passenger Property  Mishandling of Passenger Property - Dam	agad/Missing	Itama (	Chaalcad	Dor	1			1	1		1	3		7
	aged/iviissirig	itemsc	Snecked	Daţ	1			1	1	1	1	3	4	7
Patdown - Flyer					1					1			1	3
Persons w/ Disabilities (PWD)					- 1					- 1	1		1	3
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	adway									1			1
Property - Special Handling	all/ Scoolel/ Se	gway						1	3		1		1	6
Property - Special Handling - Damaged Ite	ame - Carry-Or	2						1	3		- '		1	1
Property - Special Handling - Damaged Ite								- 1	1					1
Property - Special Handling - Missing Item		'							- 1				1	1
Property - Special Handling - Missing Item									2		1		'	3
Screening	is - Checked					1	2		5	3	2	1	2	16
Screening - Inconsistency						- 1			1	3		1	1	3
Screening - Procedures/Process						1	2		4	3	2	- 1	1	13
SIDA (Security Identification Display Area)						- 1				J			1	13
SIDA (Security Identification Display Area)	) - Ceneral												1	1
2020	) - General 3	4		2	7	5				3	1	1	2	28
Civil Rights	J		•		1					J	'		1	20
Civil Rights - Racial Profiling or Discrimina	ation				1								1	
Civil Rights - Racial Prolling or Discrimina Civil Rights - Sex/Gender/Gender Identity		nder			1								- 1	1
Customer Service	- Not Transger	ider 1	1	1	1	2								5
Customer Service - TSO	1	1		1		2								5
Locks	I	1	ı	1		2							4	5
Locks  Locks - Missing or Damaged Lock													1	1
Mishandling of Passenger Property		1	1		3	1							1	
Mishandling of Passenger Property - Dam	agad/Missing			Lug		- 1								5
Mishandling of Passenger Property - Dam		1		Lug	1 2	- 1								4
Patdown	ageu/iviissii	2				1								2
Patdown - Flyer		2												2
Persons w/ Disabilities (PWD)			<u> </u>							1		1		
	Noooccan/ M	odicatio	n and Ma	dical S	Supplies					- 1		1		2
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility [					oupplies					1		- 1		1
Property - Special Handling	ability (NOT )	Mileelci	iali di Sc	ooter)	2					- 1				3
Property - Special Handling - Damaged Ite	l Chackan				2									2
Property - Special Handling - Missing Item Screening	1			1	1	2				2	1			8
Screening - Procedures/Process	1			1	1	2				2	1			8
2021	3	7	7	6	1	1	1	5	4	10	2	7	7	54
Additional Information Required/Insufficient Info	-	•		•	•	•	•		-	1		•	•	1
Additional Information Required/Insufficier		FMAII	ONI Y							1				<u>.</u>
Civil Rights			. 0.1.2.	2										2
Civil Rights - Racial Profiling or Discrimina	ation			2										2
Customer Service		2	2	2	1			1	1	4	1	1		13
Customer Service - Others			1											1
Customer Service - TSO		1	1	2	1			1	1	4	1	1		12
Expedited Passenger Screening Program								1		1	1	4	6	15
Expedited Passenger Screening Program	- Over 75								1					1
Expedited Passenger Screening Program		tion Pro	ogram										1	1
Expedited Passenger Screening Program			3					1	1	1	1	4	5	13
Mishandling of Passenger Property	1	4	1			1			1					7
Mishandling of Passenger Property - Dam	aged/Missii		3			1								4
Mishandling of Passenger Property - Disa	U .	1							1					3
No Jurisdiction	-											1		1
No Jurisdiction - Refer to Other												1		1
Patdown										1		1		2
Patdown - Flyer										1				1
Patdown - Flyer as Observer												1		1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - General										1				1
Prohibited & Permitted Items				1				1						2
Prohibited & Permitted Items - Alcohol and	d Tobacco			1										
Prohibited & Permitted Items - Liquids/Ge								1						1
Property - Special Handling	2	1	1				1	2		1			1	8
Property - Special Handling - Damaged Ite	ems - Carry-Or	า								1				1
Property - Special Handling - Damaged Ite		. 1	1					1		•				3
Property - Special Handling - Missing Item							1						1	2
Property - Special Handling - Missing Item								1						2
Screening				1						1				2
Screening - Procedures/Process				1						1				2
2022	12	11	I	10	7	4								44
Civil Rights				-	1	-								1
Civil Rights - Racial Profiling or Discrimina	ation				1									1
Customer Service	3	2	2											5
Customer Service - TSO	3	2												5
Expedited Passenger Screening Program	6	5		9	6	3								29
Expedited Passenger Screening Program	6		5	9	6	3								29
Mishandling of Passenger Property	Ŭ		1	-										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	aged/Missi	1											1
Patdown		1											1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1										1
Property - Special Handling	2												2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	2			1								4
Screening - Procedures/Process	1	2			1								4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UIN						1	3						4
2019							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	gage			1						1
2021						1	2						3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d			1						1
Property - Special Handling						1							1
Property - Special Handling - Missing Iter	ns - Checke	d				1							1
Screening							1						1
Screening - Procedures/Process							1						1

egories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INV	3	11-NOV				US-IVIAI 1	J4-Apr	US-IVIAY		07-Jul 3	vo-Aug 2	09-5ер	10tai
2019	3	5	1	1		1		2	1	3	1	2	2
				1	7	1		2	7		1	2	
Civil Rights				1								1	
Civil Rights - Hair Patdowns	4											1	
Civil Rights - Racial Profiling or Discrimina	ation			1									
Customer Service					1			1					
Customer Service - Others					1								
Customer Service - TSO								1					
Locks											1		
Locks - Missing or Damaged Lock											1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies								1	
Screening						1		1	1				
Screening - Inconsistency								1					
Screening - Procedures/Process						1			1				
2020	1	2	1		1			1		1			
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	ation				1								
Customer Service			1					1					
Customer Service - TSO			1					1					
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	ı ıaqed/Missin	a ItemsC	hecked Ba	ggage						1			
Property - Special Handling	1			33 3									
Property - Special Handling - Missing Iten	1												
Screening	·	2											
Screening - Procedures/Process		2											
2021										2	1		
Civil Rights											1		
Civil Rights - Sex/Gender/Gender Identity	l - Not Transa	ender									1		
Customer Service	l	ender								1	- 1		
Customer Service - TSO										1			
Expedited Passenger Screening Program										1			
Expedited Passenger Screening Program  Expedited Passenger Screening Program	TCA DroCl	hook								1			
2022				•						1			
Customer Service	2	3		2	1								
	1	1											
Customer Service - TSO	1												
Expedited Passenger Screening Program	1 1	2		2	1								
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	1	1		2	1								

			. Or Oonta	ot	. cc, bata								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VCT	1				1	1						1	4
2019						1						1	2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening												1	1
Screening - Security Breach												1	1
2020					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d	1								1
2022	1												1
TWIC	1												1
TWIC - General	1												1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VEL			1							1			2
2019										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Checke	d								1			1
2022			1										1
Screening			1										1
Screening - Children			1										1

pories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data <sup>*</sup> 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
)	1	5		5 4		1				3		•	
2019	•	J		J 4	3	•	J		1	2			
Locks					1				'			1	
Locks - Missing or Damaged Lock					1							1	
Mishandling of Passenger Property					1						4		
Mishandling of Passenger Property - Dam	aned/Missing	ItemsC	hecked B	encane	1						3		
Mishandling of Passenger Property - Disa											1		
Persons w/ Disabilities (PWD)	nayou noms	Carry-on	OI OIICOI	icu						1		ı	
Persons w/ Disabilities (PWD) - Metal Imp	lants (inint)									1			
Property - Special Handling	nanta (joint)				1				1		1		
Property - Special Handling - Damaged Ite	ems - Checker	4							1				
Property - Special Handling - Missing Item		u			1				'		1		
Screening	is - Officered									1			
Screening - Retrieving Abandoned/Confise	cated Items									1			
2020	bated Items	4		2 4	1	1	1		1	- 1	1	1	
Customer Service		1		2 4	1	'			1		1		
Customer Service - TSO		1			1				1 1		1		
Mishandling of Passenger Property		1		1 3		A			1		1		
9 , ,	agad/Missir-	Itama C		1 2		1							
Mishandling of Passenger Property - Dam						1							
Mishandling of Passenger Property - Disa	rrayed items	Carry-on	or Check	1									
Persons w/ Disabilities (PWD)	ladiaal Davisa	_											
Persons w/ Disabilities (PWD) - Internal M	ledical Device			1								4	
Property - Special Handling	0	3										1	
Property - Special Handling - Damaged Ite		1											
Property - Special Handling - Damaged Ite		2										4	
Property - Special Handling - Missing Item	is - Checked											1	
Screening				1			1						
Screening - Procedures/Process				1			1						
2021				2	1		2		1	1		1	
Customer Service					1		1	1					
Customer Service - TSO					1		1	1	-				
Expedited Passenger Screening Program	TCA Des Ch	a a la							1				
Expedited Passenger Screening Program	- TSA PreChe	eck						1	1				
Locks				1									
Locks - General				1									
Mishandling of Passenger Property		0	01	1						1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	rea						1			
Patdown												1	
Patdown - Flyer				4								1	
Property - Special Handling	Object.	_		1									
Property - Special Handling - Damaged Ite	erris - Checke	u		1									
Screening							1						
Screening - Procedures/Process					_		1						
2022	1	1		1	3								
Civil Rights	N. CT				1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transger	nder			1								
Customer Service				1									
Customer Service - TSO				1									
Expedited Passenger Screening Program		1			1								
Expedited Passenger Screening Program	- TSA PreC	1			1								
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	hecked B	laggage	1								
Persons w/ Disabilities (PWD)													

Categories   10-Oct   11-Nov   12-Dec   01-Jan   02-Feb   03-Mar   04-Apr   05-May   06-Jun   07-Jul   08-Aug   09-Se   VPS   14   10   13   17   9   11   8   8   37   30   29   VPS   2019   4   1   6   2   3   7   10   4   VPS   VPS   1   1   1   1   1   1   VPS   VP
2019
Civil Rights       1       2       1       1       3       2       3       3 <t< td=""></t<>
Civil Rights - Racial Profiling or Discrimination 1 1 1 1 1 1 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender       1         Civil Rights - Transgender Screening       1         Customer Service       1       1       3       2         Customer Service - TSO       1       1       3       2         Locks       2       2       2         Locks - Missing or Damaged Lock       2       1       3         Mishandling of Passenger Property       1       2       1       3         Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage       1       2       1       2         Patdown       1       2       1       2       1       2         Patdown - Flyer       1       2       1       1       3       2       <
Civil Rights - Transgender Screening       1         Customer Service       1       1       3       2         Customer Service - TSO       1       1       3       2         Locks       2       2         Locks - Missing or Damaged Lock       2       1       3       2         Mishandling of Passenger Property       1       2       1       3       3         Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage       1       2       1       2         Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç       1       2       1       2         Patdown       1       1       2       1       2         Patdown - Flyer       1       1       1       1         Persons w/ Disabilities (PWD)       1       1       1         Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability       1       1
Customer Service         1         1         3         2           Customer Service - TSO         1         1         3         2           Locks         2         2           Locks - Missing or Damaged Lock         2         2           Mishandling of Passenger Property         1         2         1         3           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage         1         2         1         2           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç         1         2         1         2           Patdown         1         1         1         1         1           Persons w/ Disabilities (PWD)         1         1         1         1           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability         1         1         1         1
Customer Service - TSO         1         1         3         2           Locks         2           Locks - Missing or Damaged Lock         2         2           Mishandling of Passenger Property         1         2         1         3         3           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage         1         2         1         2           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baş         1         2         1         2           Patdown         1         1         1         2         1         2           Persons w/ Disabilities (PWD)         1         1         1         1         1           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability         1         1         1
Locks         2           Locks - Missing or Damaged Lock         2           Mishandling of Passenger Property         1         2         1         3           Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage         1         2         1         2           Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç         1         2         1         2           Patdown         1         1         1         1           Petadown - Flyer         1         1         1           Persons w/ Disabilities (PWD)         1         1         1           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability         1         1
Locks - Missing or Damaged Lock  Mishandling of Passenger Property  Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bag  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bag  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability  2  1  2  1  2  1  2  1  2  1  2  1  1
Mishandling of Passenger Property  Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability  1  1  3  1  2  1  2  1  2  1  2  1  2  1  2  1  1
Mishandling of Passenger Property  Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç  Patdown  Patdown - Flyer  Persons w/ Disabilities (PWD)  Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability  1  2  1  2  1  2  1  2  1  2  1  2  1  2  1  1
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage  Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç  1 2 1 2 Patdown 1 1 Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç       1       2       1       2         Patdown       1       1       1         Patdown - Flyer       1       1       1         Persons w/ Disabilities (PWD)       1       1       1         Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability       1       1       1
Patdown         1         1           Patdown - Flyer         1         1           Persons w/ Disabilities (PWD)         1         1           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability         1         1
Patdown - Flyer         1         1           Persons w/ Disabilities (PWD)         1         1           Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability         1         1
Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability 1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)  1
Screening 2 1 2 1 4 1 1
Screening - Lengthy Lines 1 1 3 1
Screening - Procedures/Process 2 1 1 1 1 1
2020 5 3 5 2 1 1 2 4 4
Civil Rights 1
Civil Rights - Racial Profiling or Discrimination 1
Customer Service 3 1 1 1
Customer Service - TSO 3 1 1 1 1
Locks 1
Locks - Missing or Damaged Lock 1
Mishandling of Passenger Property 1 1 1 1 1 2
Mishandling of Passenger Property - Damaged/Missii 1 1 1 2
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked
Patdown 1
Patdown - Flyer 1
Persons w/ Disabilities (PWD) 1 2
Persons w/ Disabilities (PWD) - Diabetes 1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1
Property - Special Handling 1 1 1 1 1 1 1 1
Property - Special Handling - Damaged Items - Carry-On 1
Property - Special Handling - Damaged Items - Checked 1 1
December On establishment Affection (Inc.)
Property - Special Handling - Missing Iten 1 1
Screening 1 1 2
Screening 1 1 2 Screening - Lengthy Lines 1
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2
Screening         1         2           Screening - Lengthy Lines         1         -           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2
Screening         1         2           Screening - Lengthy Lines         1         -           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21           Civil Rights         1         1         1         2
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21           Civil Rights         1         1         2         2           Civil Rights - Age         1         1         2
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21           Civil Rights         Age         1         1         2         2         1         3         5         4         28         16         21           Civil Rights - Age         1         2         2         1         1         5         3         3           Customer Service         1         2         2         1         1         5         3         3
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21           Civil Rights         1         1         2         2         1         2         2           Customer Service         1         2         2         1         1         5         3         3           Customer Service - TSO         1         2         2         1         1         5         3         3
Screening         1         2           Screening - Lengthy Lines         1         2           Screening - Procedures/Process         1         2           2021         2         3         2         2         1         3         5         4         28         16         21           Civil Rights         1         1         2         2         2         2         2         2         2         2         2         2         2         2         2         2         3         4         2         2         3
Screening
Screening - Lengthy Lines
Screening
Screening
Screening
Screening
Screening - Lengthy Lines
Screening
Screening - Lengthy Lines
Screening
Screening - Lengthy Lines
Screening
Screening
Screening - Lengthy Lines

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Ite	2												2
Screening		2	1	3	2								8
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		3	1								5
Screening - Retrieving Abandoned/Confis	cated Items		1		1								2

					,		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VRB											2		2
2019											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Iter	ns - Checke	d									1		1
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program	- TSA PreC	Check									1		1

			IOA OOIIta	ct Ochter (	i oo, bata	1001-1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG	1	1							2			3	
2020									2				:
Persons w/ Disabilities (PWD)									2				
Persons w/ Disabilities (PWD) - Internal N	/ledical Dev	ices							2				
2021												3	
Customer Service												2	
Customer Service - TSO												2	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
2022	1	1											:
Expedited Passenger Screening Program		1											
Expedited Passenger Screening Program	- TSA PreC	1											
Property - Special Handling	1												
Property - Special Handling - Missing Iter	1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WYS	1								1	1		2	5
2019												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Patdown												1	1
Patdown - Flyer												1	1
2020	1								1				2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsL	Inspecified	Luggage					1				1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
2021										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint	)								1			1

					Data Tool -								
egories									-Jun	07-Jul	08-Aug	09-Sep	Total
NA 2010	14	16	10	17	12	5	4	4	9	7	15	14	127
2019				3		1	2	1	5	3	6	6	27
Customer Service - Others				1					2	1	1	2	7 1
Customer Service - Others  Customer Service - TSO				1					1	1	1	2	6
Locks				1		1			1	- 1	1	1	4
Locks - Missing or Damaged Lock						1			1		1	1	4
Lost and Found						1			- 1	1		ı	1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property							1		1	1	2	1	6
Mishandling of Passenger Property - Dam	l aged/Missing l	temsChec	ked Bagga	ie			1		1	1	2	1	6
Patdown	J J		33 (	,							2		2
Patdown - Flyer											1		1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	d Medical S	upplies								1	1
Property - Special Handling				1				1	1			1	4
Property - Special Handling - Damaged Ite	ems - Checked								1				1
Property - Special Handling - Missing Item	ns - Checked			1				1				1	3
Screening							1						1
Screening - Procedures/Process							1						1
2020	2	5	2	7	3	3	1		1	2	4		30
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity	Not Transgen	der			1								1
Customer Service			1	1					1				3
Customer Service - TSO			1	1					1				3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	1		1						1	1		6
Mishandling of Passenger Property - Dam	2	1		1						1	1		6
Patdown		1		2		1							4
Patdown - Flyer		1		2		1							4
Persons w/ Disabilities (PWD)		1			1	1					1		4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Prosthesi					1								1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											1
Property - Special Handling			1	3	1						1		6
Property - Special Handling - Damaged Ite			1	1							1		3
Property - Special Handling - Missing Item	ns - Checked			2	1								3
Screening		2					1			1	1		5
Screening - Procedures/Process		2					1	•	•	1 2	1	•	5
2021	2	1	<b>1</b> 1			1	1	3	3		5	8	<b>27</b>
Customer Service - TSO													
Customer Service - 150													1
			1			1	4	1	1	4	2	6	12
Expedited Passenger Screening Program	TCA Applicat	ion Drogran				1	1	1	1	1	2	6	13
Expedited Passenger Screening Program Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program						1	1	1	1	1	2		1 12
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property	- TSA PreChed											1	
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam	- TSA PreChed								1		2	1	1 12 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	- TSA PreChed								1		2	1	1 12 1 1 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- TSA PreChed								1		1 1	1	1 12 1 1 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items	- TSA PreChed								1		1 1 1	1	1 12 1 1 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and	- TSA PreChed 1 1	ck						1	1	1	1 1 1 1	1	1 12 1 1 2 2 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling	- TSA PreChed 1 1 1 1 Tobacco 1	ek 1							1		1 1 1	1	1 12 1 1 2 2 1 1 1 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite	- TSA PreChec 1 1 1 1 d Tobacco 1 ems - Checl	ck						1	1	1	1 1 1 1 1	1	1 12 1 1 2 2 1 1 5
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On	ek 1						1	1	1	1 1 1 1 1	1	1 12 1 1 2 2 1 1 5 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On	ek 1						1 1	1	1	1 1 1 1 1	1 5	1 12 1 1 2 2 1 1 5 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On	ek 1						1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 2 1 1 5 2 2 2 2 1 1 4 4 4 5 5 6 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On	ek 1						1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 2 1 1 1 5 2 2 2 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	- TSA PreChec  1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1	1 1	n	7	9			1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 2 1 1 5 2 2 2 1 1 4 4 4 2 2
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On	ek 1		7 1	9			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 2 1 1 1 5 2 2 2 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights	- TSA PreChed 1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1	1 1	n		9			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 1 1 5 2 2 2 2 1 4 4 2 2 4 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Civil Rights Violation (TSA E	- TSA PreChed 1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1 10	1 1	n	1	9			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 2 1 1 1 5 2 2 2 2 2 1 1 4 4 2 2 2 2 4 1 1 1 4 1 4
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights	- TSA PreChed 1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1 10 mployee) 2	1 1	7	1 1	9			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 11 12 11 11 11 12 12 12 12 12 12 12
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO	- TSA PreChed 1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1 10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 1	1 1 1	9			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 12 11 11 12 12 12 12 12 12 12 12 12
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On 1 10 employee) 2 2 7	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 1 1	1 1 1				1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 12 11 11 12 12 12 12 12 12 12 12 12
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On 1 10 employee) 2 2 7	1 1 1 1 1 9	7 1 1 5	1 1 1 1 5	6			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect is - Carry-On 1  10  mployee) 2 7 7	1 1 1 1 1 9	7 1 1 5	1 1 1 1 5	6			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect is - Carry-On 1  10  mployee) 2 7 7	1 1 1 1 1 9	7 1 1 5	1 1 1 1 5	6 6 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 1 1 1 2 2 2 1 1 1 4 2 2 2 2 3 3 4 3 3 3 3 3 3 3 4 3 3 3 3
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property	- TSA PreChec  1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1  10  mployee) 2 7 7	1 1 1 1 9 9 9	7 1 1 5 5	1 1 1 1 5	6 6 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Mishandling of Passenger Property Mishandling of Passenger Property	- TSA PreChec  1 1 1 d Tobacco 1 ems - Checl ns - Carry-On 1  10  mployee) 2 7 7	1 1 1 1 9 9 9	7 1 1 5 5	1 1 1 1 5	6 6 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 11 11 11 12 12 11 11 11 11 11 11 11
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights Civil Rights - Civil Rights Violation (TSA E Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements - Domest Mishandling of Passenger Property - Dam Patdown	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect ns - Carry-On 1 10 mployee) 2 7 7 ic	1 1 1 1 9 9 9	7 1 1 5 5	1 1 1 1 5	6 6 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 11 11 11 11 11 11 11 11 11 11 11 11
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights - Civil Rights Violation (TSA E Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect is - Carry-On 1 10 employee) 2 2 7 7 ic aged/Missing I	1 1 1 1 9 9 9	7 1 1 5 5	1 1 1 1 5	6 6 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 11 11 11 11 11 11 11 11 11 11 11 11
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights Civil Rights Civil Rights - Civil Rights Violation (TSA E) Customer Service Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect is - Carry-On 1 10 employee) 2 7 7 ic aged/Missing I 1 1	1 1 1 1 9 9 9	7 1 1 5 5	1 1 1 1 5	6 6 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 11 11 11 11 11 11 11 11 11 11 11 11
Expedited Passenger Screening Program Expedited Passenger Screening Program Expedited Passenger Screening Program Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Prohibited & Permitted Items Prohibited & Permitted Items - Alcohol and Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process  2022 Civil Rights - Civil Rights Violation (TSA E Customer Service - TSO Expedited Passenger Screening Program Expedited Passenger Screening Program Identification (ID) Requirements Identification (ID) Requirements Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	- TSA PreChect 1 1 1 d Tobacco 1 ems - Chect is - Carry-On 1 10 employee) 2 7 7 ic aged/Missing I 1 1	1 1 1 1 9 9 9	7 1 1 5 5	1 1 1 1 5	6 6 1 1 1			1 1 1	1 1 1	1	1 1 1 1 1	1 5	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1

egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WA	1	3	1	1 2	3	7	2	2	1	2	2	1	2
2019				1	1	5	2	2	1	2	2		
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimin	ation					1							
Customer Service				1		1	1						
Customer Service - TSO				1		1	1						
Mishandling of Passenger Property								2		1			
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	iggage				2		1			
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Property - Special Handling						1				1	1		
Property - Special Handling - Missing Iter	ns - Checke	d				1				1	1		
Screening					1	2	1				1		
Screening - Procedures/Process					1	2					1		
Screening - Retrieving Abandoned/Confis	cated Items						1						
2020		2			1	2							
Customer Service		1				1							
Customer Service - TSO		1				1							
Property - Special Handling						1							
Property - Special Handling - Damaged It	ems - Chec	ked				1							
Screening		1			1								
Screening - Procedures/Process		1			1								
2021		1		1	1							1	
Expedited Passenger Screening Program												1	
Expedited Passenger Screening Program	- TSA PreC	Check										1	
Mishandling of Passenger Property				1	1								
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ις 1									
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	ed	1								
Property - Special Handling		1											
Property - Special Handling - Damaged It	ems - Chec	1											
2022	1		1	l									
Expedited Passenger Screening Program			4	1									
Expedited Passenger Screening Program	- TSA PreC	heck	4	1									
Property - Special Handling	1												
Property - Special Handling - Missing Iter	1												

			TSA Conta	ct Center (	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	3	1		1			2		1			6	14
2019							2					3	5
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender										1	1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	ed			1						1
Patdown							1						1
Patdown - Flyer							1						1
Screening												2	2
Screening - Procedures/Process												2	2
2020	1	1										1	3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Property - Special Handling	1											1	2
Property - Special Handling - Missing Item	1											1	2
2021									1			2	3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program	- TSA PreCl	heck										1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	2			1									3
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	- TSA PreCl	heck		1									1

		•		tact Center (			١						
Categories	10-Oct	11-Nov	12-Dec	: 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YKM	1	4		3 3	7	1	2	4	2	2		1	30
2019				1	2	1		1		1			6
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimina	ation									1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Check	red	1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts				1							1
Property - Special Handling					1			1					2
Property - Special Handling - Missing Item	ns - Checked	d			1			1					2
2020				2 1	3			1		1		1	9
Customer Service				1									1
Customer Service - TSO				1									1
Locks				1	2								3
Locks - Missing or Damaged Lock				1	2								3
Mishandling of Passenger Property					1			1		1		1	4
Mishandling of Passenger Property - Dam	i aged/Missin	g ItemsC	arry-on L	uggage				1					1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	laggage	1					1			2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsU	nspecifie	d Luggage								1	1
Property - Special Handling				1									1
Property - Special Handling - Missing Item	ns - Checked	1		1									1
2021		1					2	2	2				7
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program	- TSA PreC	heck						1					1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Dam	aged/Missi	1											1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Check	red			1						1
Persons w/ Disabilities (PWD)	_								2				2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disabil	ity					1				1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Med	dical Supplies					1				1
Property - Special Handling							1	1					2
Property - Special Handling - Missing Item	ns - Carry-O	n						1					1
Property - Special Handling - Missing Item	ns - Checked	1					1						1
2022	1	3		1 1	2								8
Expedited Passenger Screening Program	1	3		1 1	1								7
Expedited Passenger Screening Program	1	3		1 1	1								7
Patdown					1								1
Patdown - Flyer					1								1
•													

Catamarias	40.0-4		SA Contac				04 4	05.14	00 1	07 11	00.4	00.0	T - 4 - 1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	13,969	13,264	11,214	13,078	13,392	9,547	8,335	7,512	8,034	8,882	9,716	9,798	126,741
2019				4,343	4,749	5,414	5,850	5,364	5,103	5,420	5,655	5,096	46,994
Additional Information Required/Insufficient Inf				5	1	16	4	8	4	25	22	20	105
Additional Information Required/Insufficier	nt Information	- EMAIL (	ONLY	5	1	16	4	8	4	25	22	20	105
Advanced Imaging Technology (AIT)				2	1	2	2		1	2	1		11
Advanced Imaging Technology (AIT) - Fly	er			2	1	2	2			2	1		10
Advanced Imaging Technology (AIT) - Fly	er as Observ	er							1				1
Airline				131	106	123	147	162	192	190	180	135	1,366
Airline - Baggage Requirements				4	2	4	3	3	4	2	2	5	29
Airline - Lost Baggage				56	53	53	51	84	97	89	99	63	645
Airline - Oxygen Regulations									1				1
Airline - Policy/Regulations/Service				69	49	62	89	65	83	96	76	64	653
Airline - Positive Bag Match Program				1		1	2	2	4	1			11
Airline - Wheelchair Assistance				1	2	3	2	8	3	2	3	3	27
Animals										1			1
Animals - Carry-On										1			1
Business, Suggestions, and Ideas									1		1		2
Business, Suggestions, and Ideas - Gener	ol								1		1		2
	aı			2	1	1					1	2	
Cargo (4.0)				2	1	1			2			2	9
Cargo - Indirect Air Carrier (IAC)				1		1					1		4
Cargo - Known Shipper				1	1				1		_	2	5
Civil Rights				8	12	4	10	7	7	16	7	8	79
Civil Rights - Age								1		1			2
Civil Rights - Civil Rights Violation (TSA E	mployee)			2	2		2	2	1	1	3		13
Civil Rights - Constitutional Rights				1	1		1						3
Civil Rights - Hair Patdowns					1		1	2		3		1	8
Civil Rights - National Origin					3				1	1			5
Civil Rights - Perceived Religion							1			1			2
Civil Rights - Racial Profiling or Discrimina	ation			3	3	1	3	1	2	6	3	6	28
Civil Rights - Screening of Religious Cultu		monial Iter	ms	3			1		1	0	3		20
Civil Rights - Sex/Gender/Gender Identity-			113	2	1	2	1	1	1	1	1		10
		nuei					ı	1		1	- 1	4	
Civil Rights - Sexual Harassment (TSA En	ipioyee)					1			1			1	4
Civil Rights - Transgender Screening					1					1			2
Claims				54	56	71	59	74	63	71	60	50	558
Claims - General				2	2	1	4	4	3	3	3	2	24
Claims - Status				52	54	70	55	70	60	68	57	48	534
CSM/Stakeholder Follow-up					1								1
CSM/Stakeholder Follow-up - General					1								1
Current Topic				1									1
Current Topic - Current Topic				1									1
Customer Service				19	29	42	33	31	43	34	35	39	305
Customer Service - CSM				13	23	42	33	31	40	34	00	1	1
Customer Service - Others				6	11	22	1.1	10	24	11	17	19	
					14	22	14	10	21	11	17		134
Customer Service - TCC				1		3	3	0.1	3	1	2	1	14
Customer Service - TSO				12	15	17	16	21	19	22	16	18	156
DHS TRIP				14	20	23	23	16	14	18	18	16	162
DHS TRIP - General				4	4	4	5	9	4	9	5	11	55
DHS TRIP - Status				10	16	19	18	7	10	9	13	5	107
Expedited Passenger Screening Program				3,367	3,870	4,344	4,731	4,095	3,821	3,987	4,280	4,010	36,505
Expedited Passenger Screening Program	- Active Duty	Military		2		2	2		4	2	1		13
Expedited Passenger Screening Program	- Children Ur	nder 12									1		1
Expedited Passenger Screening Program	- DoD			14	12	14	19	10	20	17	23	22	151
Expedited Passenger Screening Program	- Known Cre	w Member	r			1			2	1	17	9	30
Expedited Passenger Screening Program								1			1	2	4
Expedited Passenger Screening Program		ation Prog	ıram	93	89	90	121	86	92	116	109	103	899
Expedited Passenger Screening Program			Iranii	3,253	3,761	4,229	4,580	3,990	3,696	3,847	4,118	3,861	35,335
Expedited Passenger Screening Program			Ont In	5,233	8	8	9	8	7	4	10	13	72
	- 13A/DH3 E	Imployees	s - Opt III	5	0	0		0	- 1	4	10	13	
Federal Flight Deck Officer (FFDO) Program							1						1
Federal Flight Deck Officer (FFDO) Progra	am - Generai						1						1
Freedom of Information Act (FOIA)				1	1	2	1	2			1	1	9
Freedom of Information Act (FOIA) - Gene	ral			1	1	2	1	2			1	1	9
General Aviation				1	1			1	2	3	2		10
General Aviation - Alien Flight School Pro	gram (AFSP)								2	3	2		7
General Aviation - General				1	1			1					3
Hazardous Materials Safety				231	159	194	170	189	178	179	210	163	1,673
Hazardous Materials Safety - General				231	159	194	170	189	178	179	210	163	1,673
HAZMAT Endorsement				9	4	4	13	13	3	8	7	6	67
HAZMAT Endorsement - General				3	2	3	5	6		2	3	1	25
HAZMAT Endorsement - Status				6	2	1	8	7	3	6	4	5	42
Human Capital				7	9	7	5	5	6	7	1	5	52
Human Capital - Current Employee				'				1	1	į.			2
	with TCA			7	0	6				7	1		
Human Capital - Prospective Employment	WILLI 194			7	9	6	5	4	5	7	1	5	49
Human Capital - Wage Garnishment						1					_		1
Identification (ID) Requirements				4		6	5	2	4	2	6	4	33
Identification (ID) Requirements - Domesti				3		3	5	2	3	2	6	4	28
Identification (ID) Requirements - ID Match		nd Boardin	ng Pass Iss	1		2							3
Identification (ID) Requirements - Minors I	Domestic					1			1				2
Intranet/Internet Inquiries				6	2	4	3	1	4	4	5	1	30
Intranet/Internet Inquiries - General				6	2	4	3	1	4	4	5	1	30
Locks				79	64	73	80	103	94	86	118	83	780
Locks - General				2	1	2	2	3	2	1	2	2	17
Locks - General  Locks - Missing or Damaged Lock				77	63	71	78	100			116	81	763
					03			100	92	85			
Lost and Found				1		2	4		3	4	2	2	18
Lost and Found - Airport/TSA				1		2	4		3	4	2	2	18
Mishandling of Passenger Property				160	132	148	145	189	182	220	266	195	1,637
Mishandling of Passenger Property - Dam	aged/Missing	Items Pri	vate Screen	ing Contrac	ctor				1			1	2

			TSA Contact	t Center (TC	C) Data To	ool - FOIA							
egories		10-Oct 11-Nov	/ 12-Dec	01-Jan (	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Mishandling of Passenger Property - Dam	aged/Missing Items-	-Carry-on Lug	2	2	4	5	5	7	8	6	8	47
	Mishandling of Passenger Property - Dam			125	111	111	106	153	130	174	222	152	1,284
	Mishandling of Passenger Property - Dam			7	2	10	5	2	9	7	8	8	58
	Mishandling of Passenger Property - Disa			26	17	23	29	29	35	31	30	26	246
	Jurisdiction		on or onconor	95	106	127	220	251	239	293	187	152	1,670
	No Jurisdiction - No Referral			23	27	30	39	30	38	38	29	28	282
	No Jurisdiction - Refer to CBP			72	77	89	178	217	194	255	156	121	
		toto.		12	- 11					255	100	2	1,359
	No Jurisdiction - Refer to Department of S	late				1	1	2	2				9
	No Jurisdiction - Refer to FAA				2	6	1		5		1	1	16
	No Jurisdiction - Refer to Other					1	1	2					4
No :	Subject				1						1	1	3
	No Subject - General				1						1	1	3
Noti	tice of Violation/Civil Penalties			5	4	1	4	2	2	2	1	1	22
	Notice of Violation/Civil Penalties - Gener	al		5	4	1	4	2	2	2	1	1	22
Om	budsman			1	1	1				1	1		5
	Ombudsman - General			1	1	1				1	1		5
Pate	down			3	3	11	11	8	9	16	4	10	75
	Patdown - Children					1				1		1	3
	Patdown - Flyer			3	3	10	9	6	6	14	4	8	63
	Patdown - Flyer as Observer							2	1				3
	Patdown - General								1				1
	Patdown - Non-Flyer						2		1	1		1	5
D				2	7	10					40		
Per	rsons w/ Disabilities (PWD)			3	7	10	5	5	12	12	12	8	74
	Persons w/ Disabilities (PWD) - Autism S								1			1	2
	Persons w/ Disabilities (PWD) - Cancer (g				1								1
	Persons w/ Disabilities (PWD) - Cognitive		ental Disability							1			1
	Persons w/ Disabilities (PWD) - Diabetes					2	1		3	5	4	2	17
	Persons w/ Disabilities (PWD) - General				2				1		1		4
	Persons w/ Disabilities (PWD) - Hearing I	mpairment						1		1	2		4
	Persons w/ Disabilities (PWD) - Internal M								1				1
	Persons w/ Disabilities (PWD) - Medically		on and Medic	1	1			1			1	1	5
	Persons w/ Disabilities (PWD) - Metal Imp		orrana modio	2	2			'	1		'	· ·	5
	Persons w/ Disabilities (PWD) - Mobility D		chair or Scoote			1	2		1		1	1	6
	Persons w/ Disabilities (PWD) - Ostomy/C	- ' '	criali di Scoole	1)		- '		1	- 1		- '	1	
			4-			4		I	4			1	2
	Persons w/ Disabilities (PWD) - Prosthesi					1			1		1		3
	Persons w/ Disabilities (PWD) - Respirato		ment			2							2
	Persons w/ Disabilities (PWD) - Service A					1							1
	Persons w/ Disabilities (PWD) - Touch Av	rersion (pain/trauma)				2	1	1	1	2			7
	Persons w/ Disabilities (PWD) - Visual Im	pairment										1	1
	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Segway			1		1	1	2	3	2	1	11
	Persons w/ Disabilities (PWD) - Wounded					1							1
Prol	hibited & Permitted Items			3	8	3	2	6	9	4	5	7	47
110	Prohibited & Permitted Items - Breast Milk	l /Rahv Formula/Brea	et Piimn		0			0	1			1	2
			st Fullip		0		1		Į.				
	Prohibited & Permitted Items - Chemical/h				2	4	1			4			3
	Prohibited & Permitted Items - Electronic				1	1				1			3
	Prohibited & Permitted Items - Firearm/Ar				1						1	1	3
	Prohibited & Permitted Items - Food/Beve	rages				1				1		1	3
	Prohibited & Permitted Items - General			2	2			1	5		3	4	17
	Prohibited & Permitted Items - Ice/Gel Pa	cks						1					1
	Prohibited & Permitted Items - Knives/Too	ols/Razors/Sharp Obj	ects		1			1	1				3
	Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols									1		1
	Prohibited & Permitted Items - Marijuana						1	2	2				5
	Prohibited & Permitted Items - Medication		IIIv Necessary	1						1			2
	Prohibited & Permitted Items - Remains		my recoccion y	'		1							1
	Prohibited & Permitted Items - Remains  Prohibited & Permitted Items - Sporting G	l			4	1		4					
		oous			1	25		1		1			3
Proj	perty - Special Handling	0 6		49	40	65	60	64	73	71	82	61	565
	Property - Special Handling - Damaged Ite			4	1	5	3	5	3	3	3	2	29
	Property - Special Handling - Damaged Ite			22	16	19	19	26	23	31	35	26	217
	Property - Special Handling - Missing Item			3	5	5	4		4	2	3	1	27
	Property - Special Handling - Missing Item	ns - Checked		20	18	36	34	33	43	35	41	32	292
Red	quest for Assistance				2				2		1		5
	Request for Assistance - Other				2				2		1		5
Scre	reening			77	95	116	99	126	130	149	131	108	1,031
	Screening - Crew Member or Airline Empl	ovee						1	1		2	2	6
	Screening - Cruise Ships	,			1	1		1	1		1		5
	Screening - Gate Pass				1	1	1	1	1	1	1		5
	<u> </u>							I					
	Screening - Inconsistency				3	4	3		2	2	1	2	17
	Screening - International Screening			41	39	44	35	49	44	53	53	44	402
	Screening - Lengthy Lines				1	1	4	2		1	1	1	11
	Screening - Military						1						1
	Screening - Procedures/Process			28	43	50	48	60	67	79	57	54	486
	Screening - Rail								1				1
	Screening - Retrieving Abandoned/Confise	cated Items		6	4	11	5	8	8	9	12	4	67
	Screening - Security Breach			2	4	4	1	3	4	4	4	1	27
	Screening - Traveling with Cash				7	-	1	1	1	4	4	1	3
CID					4	4		1	1		0		
SID	OA (Security Identification Display Area)	) Constal			1	1	1				2		6
	SIDA (Security Identification Display Area	) - General			1	1	1		1		2		6
									1				1
SPA	SPAM - General								1				1
SPA	OI 7 IIVI OOITOI GI							1		2	1		4
	A Contact Information							1		2	1		4
TSA	A Contact Information TSA Contact Information - General			5	12	13	12		1			ρ	
	A Contact Information TSA Contact Information - General			5	12	13	12	3	1	13	4	8	71
TSA	A Contact Information TSA Contact Information - General IIC TWIC - General			1	5	1	7	3 2		13 3	4	5	71 26
TSA	A Contact Information TSA Contact Information - General	5,897 5,09	97 5,165					3	1 1,076	13	4		71

		TS	A Contac	t Center (TC	C) Data To	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Additional Information Required/Insufficient	17	4	5	5	6	15	2		2	4	1	6	67
Advanced Imaging Technology (AIT)	1	1	1			1					1		5
Advanced Imaging Technology (AIT) - Fly	er	1	1			1							3
Advanced Imaging Technology (AIT) - Ge													1
Advanced Imaging Technology (AIT) - No											1		1
Airline		117	145	126	120	134	48	45	81	67	82	64	1,173
	144			120		134		45			02	04	
Airline - Baggage Requirements	4	4	3		5		1		2	1			20
Airline - Lost Baggage	70	51	81	64	60	43	6	11	27	26	32	30	501
Airline - Oxygen Regulations											1		1
Airline - Policy/Regulations/Service	67	59	53	62	55	89	40	34	51	38	49	34	631
Airline - Positive Bag Match Program		2	1				1						4
Airline - Wheelchair Assistance	3	1	7			2			1	2			16
Animals	Ü	1						1					2
								1					
Animals - Carry-On		1											1
Animals - Checked								1					1
Business, Suggestions, and Ideas						2						1	3
Business, Suggestions, and Ideas - Gene	ral					2						1	3
Cargo	3	1		1	2	1	1	3			2	2	16
Cargo - Indirect Air Carrier (IAC)	3	1		1	2	1	1	2			1	2	14
Cargo - Known Shipper								1			1		2
	12	6	6	9	8	2	3	3	2	3	3	1	58
Civil Rights		0	0	9	0		3	3		3	3		
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA E	4	1	2	2			1					1	11
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns		1		1									2
Civil Rights - National Origin					1					1			2
Civil Rights - Racial Profiling or Discrimina	4	2	4	2	5	1	2	2	1	1	2		26
Civil Rights - Screening of Religious Cultu				1		- '			- '				1
			J										
Civil Rights - Sex/Gender/Gender Identity		1		2	2	1		1		1			9
Civil Rights - Sexual Harassment (TSA Er	1												1
Civil Rights - Transgender Screening	1								1		1		3
Claims	68	62	53	58	47	26	30	28	23	31	26	23	475
Claims - General	2	6	10	3	1	4	4			2	4		39
Claims - Status	66	56	43	55	46	22	26	28	23	29	22		436
Current Topic	00	30	1		1		20	20	20	20		20	2
Current Topic - Current Topic			1		1								2
Customer Service	30	21	48	31	33	28	9	8	17	20	19	11	275
Customer Service - CSM		1	1										2
Customer Service - Others	13	8	21	16	22	13	5	7	14	13	10	7	149
Customer Service - TCC	1	2		2	1	1					1	1	9
Customer Service - TSO	16	10	26	13	10	14	4	1	3	7	8		115
DHS TRIP	8	9	10		10	10	5	6	2	4	1	4	80
				11									
DHS TRIP - General	6	7	6	9	4	8	2	1	1	1	1	2	48
DHS TRIP - Status	2	2	4	2	6	2	3	5	1	3		2	32
Expedited Passenger Screening Program	4,689	4,059	3,920	3,943	3,771	1,572	156	343	741	982	1,140	1,455	26,771
Expedited Passenger Screening Program	- Active Dut	ty Military	1							1	1		3
Expedited Passenger Screening Program	- Children U	Jnder 12						1					1
Expedited Passenger Screening Program		25	20	13	8	2		1	3	3	8	8	115
Expedited Passenger Screening Program			1	2	5	1	2		1	2	2		23
					3				'				
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program		77	127	154	101	54	14	22	15	29	21	28	752
Expedited Passenger Screening Program	4,536	3,948	3,767	3,770	3,654	1,513	140	319	719	946	1,106	1,415	25,833
Expedited Passenger Screening Program	11	9	4	4	3	2			3	1	2	4	43
Federal Air Marshall Service (FAMS)				1						1			2
Federal Air Marshall Service (FAMS) - Ge	eneral			1						1			2
Freedom of Information Act (FOIA)	I		2								1		3
	l aral										1		
Freedom of Information Act (FOIA) - Gene			2								1		3
General Aviation	2		1		1	1				2			7
General Aviation - Alien Flight School Pro	2		1			1				1			5
General Aviation - General					1					1			2
Hazardous Materials Safety	182	158	253	265	169	115	32	44	36	81	108	123	1,566
Hazardous Materials Safety - General	182	158	253	265	169	115	32	44	36	81	108		1,566
HAZMAT Endorsement	102	5	3	11	7	7	2	6	4	2	6		65
HAZMAT Endorsement - General	3	2	2	1	2	1	2	2	1	1	3		21
HAZMAT Endorsement - Status	7	3	1	10	5	6		4	3	1	3		44
Human Capital	4	1	3	5	6	1		3	2	2		3	30
Human Capital - Current Employee				2		1							3
Human Capital - Employment Verification				1	1				1				3
Human Capital - Former Employee				1						1			2
Human Capital - Prospective Employmen	4	1	3	1	4			3	1	1		3	21
Human Capital - TSA Background Check	7			'	1								1
· · · · · · · · · · · · · · · · · · ·				_									
Identification (ID) Requirements	11	3	5	7	7	1			4	1	4		47
Identification (ID) Requirements - Domest		3	4	5	4	1			3	1	4	3	36
Identification (ID) Requirements - ID Matc	1		1	1	2								5
Identification (ID) Requirements - Minors I	Domestic											1	1
Identification (ID) Requirements - Real ID				1	1				1				5
Intranet/Internet Inquiries	3	2	2	4	2	1	2	2	2	4	3		27
· · · · · · · · · · · · · · · · · · ·													
Intranet/Internet Inquiries - General	3	2	2	4	2	1	2	2	2	4	3		27
Locks	105	78	90	92	74	34	7	4	17	18	23	30	572
Locks - General	2	1	1	1	1	1							7
Locks - Missing or Damaged Lock	103	77	89	91	73	33	7	4	17	18	23	30	565
Lost and Found	5	2	7	4	3	3	3		1	1	4		35
Lost and Found - Airport/TSA	5	2	7	4	3	3	3		1	1	4		35
·								0.5					
Mishandling of Passenger Property	197	203	194	193	154	130	22	25	42	65	66		1,367
Mishandling of Passenger Property - Dam	8	5	8	7	4	5	2	1	1	1	1	11	54
Mishandling of Passenger Property - Dam	153	163	156	150	116	105	18	21	31	56	54	49	1,072

			TS	A Contact	Center (TC	C) Data To	ool - FOIA							
Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
•	Mishandling of Passenger Property - Dam	5	6	7	6	5	7	1	2	3	1	3	4	50
	Mishandling of Passenger Property - Disa	31	29	23	30	29	13	1	1	7	7	8	12	191
No	Jurisdiction	195	157	163	177	169	114	30	46	42	39		46	1,228
110	No Jurisdiction - No Referral	29	30	38	30	20	23	7	16	9	13		14	246
	No Jurisdiction - Refer to CBP													
		161	119	121	145	144	77	22	22	30	24	32	29	926
	No Jurisdiction - Refer to Department of S		3	1		3	2		3	1	1		1	17
	No Jurisdiction - Refer to FAA	2	4	2			1	1	2	1			1	14
	No Jurisdiction - Refer to Other	1	1	1	2	2	11		3	1	1	1	1	25
No	Subject			2								1		3
	No Subject - General			2								1		3
Not	tice of Violation/Civil Penalties	3	2	2		2	1	2	3	3	2	5	5	30
	Notice of Violation/Civil Penalties - Gener	3	2	2		2	1	2	3	3	2		5	30
Om	budsman	1		1	2	2				1			1	8
OII														
	Ombudsman - General	1		1	2	2				1			1	8
Pat	down	7	8	9	10	5	3	1	1	2	2			48
	Patdown - Children				1		1							2
	Patdown - Flyer	5	8	8	8	4	2	1		2	1			39
	Patdown - Flyer as Observer	1		1										2
	Patdown - General								1		1			2
	Patdown - Non-Flyer	1			1	1								3
Por	rsons w/ Disabilities (PWD)	13	10	5	5	12	4			2	3	4	1	59
Pel	` '		10	5	5						3	4	- 1	
	Persons w/ Disabilities (PWD) - Breast Ca					1	1							3
	Persons w/ Disabilities (PWD) - Cancer (g			1								1		2
	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Mental	Disability		1	1							2
	Persons w/ Disabilities (PWD) - Diabetes	2	1	2	1	1				1			1	9
	Persons w/ Disabilities (PWD) - General	1	3	2		1	1							8
	Persons w/ Disabilities (PWD) - Hearing I	1			1									2
	Persons w/ Disabilities (PWD) - Internal M	1												1
	` ′	-												
	Persons w/ Disabilities (PWD) - Medical [													
	Persons w/ Disabilities (PWD) - Medically				1	4				1				7
	Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	1											1
	Persons w/ Disabilities (PWD) - Mobility [	1	2		1						1	2		7
	Persons w/ Disabilities (PWD) - Prosthesi	1				1								2
	Persons w/ Disabilities (PWD) - Respirato		1											1
	Persons w/ Disabilities (PWD) - Service A													1
	Persons w/ Disabilities (PWD) - Touch Av										1			2
	` ′				4		4					4		
	Persons w/ Disabilities (PWD) - Wheelcha		2		1	2	1				1	1		9
	Persons w/ Disabilities (PWD) - Wounded	Warrior				1								1
Pro	hibited & Permitted Items	2	6	9	7	7	2	1	1	2	1	2	4	44
	Prohibited & Permitted Items - Alcohol and	d Tobacco		2										2
	Prohibited & Permitted Items - Breast Milk	/Baby Form	1											1
	Prohibited & Permitted Items - Chemical/H		roducts										2	2
	Prohibited & Permitted Items - Electronic I			3										3
			1	3		1							4	3
	Prohibited & Permitted Items - Firearm/An												1	
	Prohibited & Permitted Items - Food/Beve	Ŭ	1		1	1						1		4
	Prohibited & Permitted Items - General	1	1	1	5	3				2	1	1		15
	Prohibited & Permitted Items - Knives/Tod	1		1									1	3
	Prohibited & Permitted Items - Lighters/Ma	atches	1	1	1		1							4
	Prohibited & Permitted Items - Marijuana			1										1
	Prohibited & Permitted Items - Medication	Prescrintion	n/Medically N	ecessary Ite	ems	1								1
	Prohibited & Permitted Items - Remains			occount in	01110	•	1	1	1					3
		0040	1			1			- '					2
	Prohibited & Permitted Items - Sporting G			0.4	0.1			40		- 10		07		
Pro	perty - Special Handling	61	70	84	81	73	45	10	15	16	33		37	552
	Property - Special Handling - Damaged Ite	5	7	4	4	7	2				2		3	34
	Property - Special Handling - Damaged Ite	23	28	25	31	21	19	3	7	7	13	14	18	209
	Property - Special Handling - Missing Item	2	6	6	3	3	3		1	3	2	1	3	33
	Property - Special Handling - Missing Item	31	29	49	43	42	21	7	7	6	16	12	13	276
Red	quest for Assistance	1									1			2
1100	Request for Assistance - Other	1									1			2
Cor	•		404	405	400	101	00	4.5	20	20		40	40	
301	reening	120	104	135	126	121	83	15	30	30	37	43	42	886
	Screening - Children			1										1
	Screening - Crew Member or Airline Empl	oyee			2	1		1	1		1			6
	Screening - Cruise Ships				2			1						3
	Screening - Gate Pass	2		2	1	1							2	8
	Screening - Inconsistency	1	1	2		1	2			1			1	9
	Screening - International Screening	39	32	32	46	29	26	3	1	6	3	4	7	228
	Screening - Lengthy Lines	1	1	1	2	4	20		- '	0	1		,	10
	0 0,						10			4.0		0.5		
	Screening - Procedures/Process	69	59	77	63	69	49	8	23	16	27	35	28	523
	Screening - Rail				1				2					3
	Screening - Retrieving Abandoned/Confis	3	8	14	7	13	2	1	3	6	4	4	3	68
	Screening - Security Breach	4	3	6	2	2	4	1			1			23
	Screening - Shoe Screening					1								1
	Screening - Traveling with Cash	1				•				1			1	3
CIL	OA (Security Identification Display Area)	1								- '			1	1
SIL														
	SIDA (Security Identification Display Area	1												1
TS	A Contact Information		1	1	1						1			4
	TSA Contact Information - General		1	1	1						1			4
TW	/IC	2	6	5	3	4	1	4	3	2	3	6	4	43
	TWIC - General	1	3	1		2	1	3	2	1	1		1	20
	TWIC - Status	1	3	4	3	2		1	1	1	2		3	23
2021							4 700							
	data and furfacements of December 19 19 19 19	2,348	1,804	931	833	501	1,796	2,100	1,528	1,855	2,052		2,755	20,936
Add	ditional Information Required/Insufficient Inf		8	10	4	7	5	6		3	6		4	65
	Additional Information Required/Insufficier	8	8	10	4	7	5	6		3	6	4	4	65
Adv	vanced Imaging Technology (AIT)			1						1				2
	Advanced Imaging Technology (AIT) - Fly	er		1						1				2
Airl		90	52	14	7	4	11	8	18	20	12	9	6	251
			52			-				20	12		<u> </u>	_01

					C) Data Too								
Categories	10-Oct	11-Nov 1	12-Dec 0	1-Jan	02-Feb 0	)3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Baggage Requirements	2		1			1	1				1		6
Airline - Lost Baggage	31	26	5	1	1	3	1	3	3	2	2		78
Airline - Policy/Regulations/Service	54	25	8	6	2	7	6	15	17	10	6	4	160
Airline - Positive Bag Match Program	1	1											2
Airline - Wheelchair Assistance	2				1							2	5
Business, Suggestions, and Ideas	_		1	1			1						3
Business, Suggestions, and Ideas - Ger	neral		1	1			1						3
Call Disconnect/Dropped/Wrong Number			2	'	4	1	4	1	2	2	7	2	25
Call Disconnect/Dropped/Wrong Number	r - General		2		4	1	4	1	2	2		2	25
					4	- 1		ı			- 1		
Cargo	1						1		1				3
Cargo - Known Shipper	1						1		1				3
Civil Rights	2	1	8	3		4	2	5	1	2	2	7	37
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights								2				2	4
Civil Rights - Hair Patdowns			1										1
Civil Rights - Headwear							1						1
Civil Rights - National Origin			1	1									2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrim	ina 2	1	6	2		3		2	1	1	2	1	21
			0			- 0	1		'	1		1	3
Civil Rights - Sex/Gender/Gender Identi		ender					1			- 1			
Civil Rights - Sexual Orientation - Not T	ransgender											1	1
Civil Rights - Transgender Screening						1						1	2
Claims	35	31	48	36	13	6	15	14	14	13	4	4	233
Claims - General	3	10	44	32	11	5	13	10	12	11	2	3	156
Claims - Status	32	21	4	4	2	1	2	4	2	2	2	1	77
CSM/Stakeholder Follow-up											1		1
CSM/Stakeholder Follow-up - General											1		1
Current Topic				1							4		2
·				1							1		
Customer Service			4.4		40	_	- 10		1.0			- 10	2
Customer Service	15	22	44	17	18	9	12	8	10	18	11	13	197
Customer Service - CSM		4	2				1		1				8
Customer Service - Others	8	3	4	3	3	1	4	2	6	4	5	5	48
Customer Service - TCC	1	1	8	3	5	1	2	1	1	4	4	4	35
Customer Service - TSO	6	14	30	11	10	7	5	5	2	10	2	4	106
DHS TRIP	6	1	1	2	1	1	2	2		3	3	3	25
DHS TRIP - General	4		1	2	1	1	1	2		2	3	3	20
DHS TRIP - Status	2	1					1			1	Ü	0	5
Duplicate E-mail		1	6	6	4	1	- '		6	2	9	1	36
·					4								
Duplicate E-mail - General		1	6	6	4	1			6	2	9	1	36
Expedited Passenger Screening Program	1,817	1,324	486	589	336	1,638	1,873	1,289	1,605	1,856	2,267	2,627	17,707
Expedited Passenger Screening Progra		2	1			3	1		2	2	2	2	17
Expedited Passenger Screening Progra	m 7	4	2	4	4	11	17	21	22	31	17	19	159
Expedited Passenger Screening Progra	m 1	1	1		1						2	5	11
Expedited Passenger Screening Progra	m - Over 75	1											1
Expedited Passenger Screening Progra	m 33	36	34	24	27	100	233	217	230	127	546	962	2,569
Expedited Passenger Screening Progra		1,278	446	561	303	1,518	1,618	1,041	1,338	1,685	1,694	1,622	14,876
Expedited Passenger Screening Progra		2	2		1	6	4	10	13	11	6	17	74
Federal Air Marshall Service (FAMS)	2				'	- 0	1	10	10	1	0	1	3
							1			1		1	3
Federal Air Marshall Service (FAMS) - (					-		- 1			- 1		- 1	
Federal Flight Deck Officer (FFDO) Program					1								1
Federal Flight Deck Officer (FFDO) Pro		l			1								1
Freedom of Information Act (FOIA)	1		3										4
Freedom of Information Act (FOIA) - Ge	ne 1		3										4
General Aviation	1	1	4	3			2	1					12
General Aviation - Alien Flight School P	ro 1												1
General Aviation - General		1	4	3			2	1					11
Hazardous Materials Safety	122	108	8	7	3	6	2	8	3	2	5	2	276
Hazardous Materials Safety - General	122	108	8	7	3	6	2	8	3	2		2	276
HAZMAT Endorsement		5	1	3	1	4	3	3	4	1	1		
	6		1								1		32
HAZMAT Endorsement - General	2	3		1	1	3	2	2	2	1			17
HAZMAT Endorsement - Status	4	2	1	2		1	1	1	2		1		15
Human Capital	1	1	2		1	2	1	8	16	5	6	5	48
Human Capital - Current Employee			1		1							1	3
Human Capital - Employment Verification	on		1										1
Human Capital - Former Employee									1				1
Human Capital - Prospective Employme	ent 1	1				2	1	8	14	5	5	4	41
Human Capital - TSA Background Chec	_	•							1		1		2
Identification (ID) Requirements	2	6	6	1	3	9	14	6	13	7	4	4	75
		6	6	1	3	8	13	5	13	7			72
Identification (ID) Requirements - Dome					3			5	13	- /	4	4	
Identification (ID) Requirements - ID Ma		iiia Boarding	rass issues	i		1	1						2
Identification (ID) Requirements - Intern	ational Iravel							1					1
Intranet/Internet Inquiries	1			1					1			2	5
Intranet/Internet Inquiries - General	1			1					1			2	5
Locks	21	17	13	11	6	6	7	8	5	3	2	3	102
Locks - General	1		2	1				1	1				6
Locks - Missing or Damaged Lock	20	17	11	10	6	6	7	7	4	3	2	3	96
Lost and Found	20	6	12	4	1	6	2	20	10	5		2	76
Lost and Found - Airport/TSA	_	6		4	1								
···································	2		12			6	2	20	10	5	6	2	76
Mishandling of Passenger Property	82	79	155	83	52	39	59	46	41	31	27	11	705
Mishandling of Passenger Property - Da	_				1								2
Mishandling of Passenger Property - Da	_	5	20	8	6	10	8	5	6	4	1	3	79
Mishandling of Passenger Property - Da	ım 65	63	106	66	38	23	49	39	31	23	23	7	533
Mishandling of Passenger Property - Da		5	13	5	2				3	2			33
Mishandling of Passenger Property - Di		6	16	4	5	6	2	2	1	2		1	58
No Jurisdiction	54	53	22	16	8	16	25	21	31	24	25	21	316
No Jurisdiction - No Referral	18	19	3	1	U	10	4	5	5	1	20	1	58
140 Surisdiction - 140 Neterial	10	19	J	1		- 1	4	J	3	- 1		1	50

		TS	A Contact Co	enter (TC	C) Data Tool	- FOIA							
Categories	10-Oct	11-Nov	12-Dec 01	I-Jan	02-Feb 03	-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP	36	32	7	7	4	7	5	10	7	4	7		126
No Jurisdiction - Refer to Department of S	State							2					2
No Jurisdiction - Refer to FAA		1	1	3		1	1		1				8
No Jurisdiction - Refer to Other		1	11	5	4	7	15	4	18	19	18	20	122
No Subject		2	7	3	1	2	6	2	1	5	2	1	32
No Subject - General		2	7	3	1	2	6	2	1	5	2	1	32
Notice of Violation/Civil Penalties	2		1	2	•			5	2	1	1	1	15
Notice of Violation/Civil Penalties - Gener			1	2				5	2	1	1	1	15
Ombudsman			'							1	1	- '	2
Ombudsman - General										1	1		2
Patdown		0	0	4	0		4		0	3	1	0	16
		2	2	1	2		1		2	3	1	2	
Patdown - Children				-			1		0			0	1
Patdown - Flyer		2	2	1	2				2	2	1	2	14
Patdown - General										1			1
Persons w/ Disabilities (PWD)			2		3	3	4	3	12	4		3	34
Persons w/ Disabilities (PWD) - Breast C	ancer				1								1
Persons w/ Disabilities (PWD) - General							1	1	5	1			8
Persons w/ Disabilities (PWD) - Hearing	Impairment							1					1
Persons w/ Disabilities (PWD) - Medically	y Necessary I	Medicatior	1						4	2			7
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)						2					1	3
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelchai	r or Scooter)			1				1			2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts			1			1					2
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	er Equipmen	it						1				1
Persons w/ Disabilities (PWD) - Service A												1	1
Persons w/ Disabilities (PWD) - Touch Av		trauma)			1	1							2
Persons w/ Disabilities (PWD) - Visual Im		/				•						1	
Persons w/ Disabilities (PWD) - Wheelch		Segway	1			1	1		2				5
Prohibited & Permitted Items	3	10	17	8	5	10	10	12	8	6	3	6	98
Prohibited & Permitted Items - Alcohol an		10	1	O	J	10	10	12	O	1	1	1	5
Prohibited & Permitted Items - Alcohol and Prohibited & Permitted Items - Beauty & 0		me	1					2		1	1	1	3
Prohibited & Permitted Items - Chemical/													
		1_	1										3
Prohibited & Permitted Items - Electronic		1	2			2	2	2	2			2	13
Prohibited & Permitted Items - Firearm/A		1		2	1	1		1	1			1	8
Prohibited & Permitted Items - Food/Beve		1	2	1					1			2	7
Prohibited & Permitted Items - General	1	1	3	1	1	3	5		1		1		17
Prohibited & Permitted Items - Knives/To		2	2	1	1	2		2	2				12
Prohibited & Permitted Items - Lighters/M		3	1										4
Prohibited & Permitted Items - Liquids/Ge			2		1		2	1		3	1		10
Prohibited & Permitted Items - Marijuana			1	1	1	1	1	2					8
Prohibited & Permitted Items - Medication	n/Prescription	/Medically N	lecessary Iten	ns		1		1	1	1			4
Prohibited & Permitted Items - Sporting G	Goods		1	2						1			4
Property - Special Handling	23	27	11		6	3	10	20	16	11	9	8	144
Property - Special Handling - Damaged It	3	2			2	1	1	5	2	1	2	2	21
Property - Special Handling - Damaged It		9	3		3	1	5	3	3	6	2	3	44
Property - Special Handling - Missing Iter		2	1				1	4	4	1		2	16
Property - Special Handling - Missing Iter		14	7		1	1	3	8	7	3	5	1	63
Request for Assistance							1			1	1	1	4
Request for Assistance - Non-Persons w/	I Disahilities <i>(</i>	PWD)								1	1	1	3
Request for Assistance - Other	Disabilities (	( VVD)					1			'	'		1
Screening Screening	51	42	37	21	15	13	24	24	21	21	18	11	298
Screening - Children	31	42	31	2	10	10	1	24	21	21	10	- 11	3
Screening - Classified Materials			4				1						
			<u> </u>						4				
Screening - Crew Member or Airline Emp		2	1						1				5
Screening - Gate Pass	1	1								1			3
Screening - Inconsistency	1		3	5	3		1	3	1	1			18
Screening - International Screening	12	5	1			1	2	1		1	1		24
Screening - Lengthy Lines	1		3			1			1	1	1		8
Screening - Military			1					1					2
Screening - Procedures/Process	29	30	26	14	12	11	18	19	16	17	15	11	218
Screening - Retrieving Abandoned/Confis	5	3	1				1		2		1		13
Screening - Security Breach	1	1											2
Screening - Traveling with Cash							1						1
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
			'				1						1
Transcriptions - Claim Form Request							1						<u>_</u> 1
Transcriptions - Claim Form Request			4	4			1	4					
Transfer to Security Specialist		-41-0	1	1				1		1	1		5
Transfer to Security Specialist - Reportab	ie Communic		1	1				1		1	1		5
TSA Contact Information		1	2	1	1						1		6
TSA Contact Information - General		1	2	1	11						1		6
TWIC	1	4	2	1	5	1	3	3	6	5	1	4	36
TWIC - General		2			4	1	1	1	4	3	1	4	21
TWIC - Status	1	2	2	1	1		2	2	2	2			15
2022	5,724	6,363	5,118	2,724	3,326								23,255
Additional Information Required/Insufficient In	8	12	3		2								25
Additional Information Required/Insufficie	8	12	3		2								25
Airline	17	9	20	13	15								74
Airline - Baggage Requirements		-		-	2								2
Airline - Lost Baggage	2		2	2	5								11
Airline - Policy/Regulations/Service	14	8	17	10	8								57
Airline - Wheelchair Assistance	14	1	1	10	U								4
Animals Animals	'	1	1	- 1									1
Allillidia			1										1

Octobridge					C) Data Tool -					
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb 03-	Mar 04-Apr 05-M	lay 06-Jun	07-Jul 08	-Aug 09-Sep	Total
Animals - Carry-On			1							1
Business, Suggestions, and Ideas	1	1	1							3
Business, Suggestions, and Ideas - Ger	iel 1	1	1							3
Call Disconnect/Dropped/Wrong Number		2	1							3
Call Disconnect/Dropped/Wrong Number	er - General	2	1							3
Cargo	1				2					3
Cargo - Indirect Air Carrier (IAC)	1				2					3
Civil Rights	2	2	5	1	4					14
Civil Rights - Civil Rights Violation (TSA	Employee)	1	1							2
Civil Rights - Constitutional Rights					2					2
Civil Rights - Headwear			1							1
Civil Rights - Perceived Religion				1						1
Civil Rights - Racial Profiling or Discrim	in: 2		2		2					6
Civil Rights - Sexual Orientation - Not T			1							1
Civil Rights - Transgender Screening	T	1								1
Claims	6	13	4	13	7					43
Claims - General	4	6	2	9	2					23
Claims - Status	2	7	2	4	5					20
Current Topic		1		1	3					20
·										
Current Topic - Current Topic	47	1	0.5	1	0.4					400
Customer Service	17	38	35	12	21					123
Customer Service - CSM				1						
Customer Service - Others	2	3	2	6	5					18
Customer Service - TCC	4	1	1	2	5					13
Customer Service - TSO	11	34	32	3	11					91
DHS TRIP	5	6	3	5	8					27
DHS TRIP - General	5	5	2	3	5					20
DHS TRIP - Status		1	1	2	3					7
Duplicate E-mail	4	5	6							15
Duplicate E-mail - General	4	5	6							15
Expedited Passenger Screening Program	5,449	5,948	4,681	2,471	3,047					21,596
Expedited Passenger Screening Progra		5	7	1	4					18
Expedited Passenger Screening Progra		1	1							2
Expedited Passenger Screening Progra		54	62	22	38					218
Expedited Passenger Screening Progra		2	02	2	00					- 6
Expedited Passenger Screening Progra				1						2
Expedited Passenger Screening Progra		2,553	1,708	715	576					8,156
Expedited Passenger Screening Progra		3,301	2,878	1,710	2,412					13,083
Expedited Passenger Screening Progra		32	25	20	17					111
Federal Flight Deck Officer (FFDO) Program										1
Federal Flight Deck Officer (FFDO) Pro										
Freedom of Information Act (FOIA)	2	1		1	2					(
Freedom of Information Act (FOIA) - Ge	ne 2	1		1	2					6
General Aviation			1							1
General Aviation - Alien Flight School P	rogram (AFSP)		1							
Hazardous Materials Safety	5	4	7	7	8					31
Hazardous Materials Safety - General	5	4	7	7	8					31
HAZMAT Endorsement	5	3	11	11	14					44
HAZMAT Endorsement - General		2	1	3	7					13
HAZMAT Endorsement - Status	5	1	10	8	7					31
Human Capital	16	15	13	14	20					78
Human Capital - Current Employee			2	2						4
Human Capital - Employment Verification	n		1							1
Human Capital - Former Employee	2		2	1	4					9
Human Capital - Prospective Employme		15	8	11	16					62
Human Capital - TSA Background Chec		10	0	- ''	10					2
Identification (ID) Requirements		25	20	0E	22					
	12 et 0	25	28	25	23					113
Identification (ID) Requirements - Dome		16	19	19	17					80
Identification (ID) Requirements - ID Ma		4	6	1	4					16
Identification (ID) Requirements - Intern		4	2	4	11					11
Identification (ID) Requirements - Minor			1		1					2
Identification (ID) Requirements - Real I		1		1						4
Locks	1	4	4	2	6					17
Locks - General		1								1
Locks - Missing or Damaged Lock	1	3	4	2	6					16
Lost and Found	11	17	17	7	9					61
Lost and Found - Airport/TSA	11	17	17	7	9					61
Mishandling of Passenger Property	9	31	40	29	25					134
Mishandling of Passenger Property - Da		11	23	11	5					53
Mishandling of Passenger Property - Da		20	15	16	17					73
Mishandling of Passenger Property - Da			13	1						2
Mishandling of Passenger Property - Di		11011130	1	1	3					
No Jurisdiction	71	79	72	49	46					317
	6		7	49 5	6					
No Jurisdiction - No Referral										29
No Jurisdiction - Refer to CBP	33	23	12	9	11					88
No Jurisdiction - Refer to Department of		1	1	2	4					
No Jurisdiction - Refer to FAA	2		1		1					4
No Jurisdiction - Refer to Other	29	50	51	33	28					19
No Subject	7	1	9	3						2
No Subject - General	7	1	9	3						20
Notice of Violation/Civil Penalties	4	8	7	8	15					42
Notice of Violation/Civil Penalties - Gen		8	7	8	15					42
Ombudsman	1	1	,	0	10					1
Ombudsman - General	1	1								1
					4					
Patdown Flyor	1	7	6		4					17
Patdown - Flyer	1	5	6		3					14

			Т	SA Contac	t Center (	TCC) Data	Tool - FOI	4						
tegories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Patdown - General		2			1								
Pe	ersons w/ Disabilities (PWD)	7	10	9	3	4								
	Persons w/ Disabilities (PWD) - Autism S	1		1										
	Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	1										
	Persons w/ Disabilities (PWD) - Cognitive		1											
	Persons w/ Disabilities (PWD) - Diabetes		1	1										
	Persons w/ Disabilities (PWD) - Diapers/0		1											
	Persons w/ Disabilities (PWD) - General	1	2	1	1	1								
	Persons w/ Disabilities (PWD) - Internal N													
	Persons w/ Disabilities (PWD) - Medical I			1										
	Persons w/ Disabilities (PWD) - Medically		Modication	1	2									
	Persons w/ Disabilities (PWD) - Metal Imp			1		1								
	Persons w/ Disabilities (PWD) - Metal IIII		3 ** \//baalab			- 1								
			ot wheelch	2										
	Persons w/ Disabilities (PWD) - Respirato													
	Persons w/ Disabilities (PWD) - Service A		1											
	Persons w/ Disabilities (PWD) - Touch Av		1											
	Persons w/ Disabilities (PWD) - Wheelch					2								
Pr	rohibited & Permitted Items	11	12	11	7									
	Prohibited & Permitted Items - Alcohol an		2	2										
	Prohibited & Permitted Items - Beauty & 0	2												
	Prohibited & Permitted Items - Breast Mill	1	1											
	Prohibited & Permitted Items - Chemical/I	Household F	1											
	Prohibited & Permitted Items - Electronic		1	3										
	Prohibited & Permitted Items - Firearm/Ar	1												
	Prohibited & Permitted Items - Food/Beve		1	2	1									
	Prohibited & Permitted Items - General	2	2	2										
	Prohibited & Permitted Items - Knives/Too			1	1									
	Prohibited & Permitted Items - Lighters/M		1	- 1	- 1									
			- 1		4									
	Prohibited & Permitted Items - Liquids/Ge				1									
	Prohibited & Permitted Items - Medication		1		2									
	Prohibited & Permitted Items - Remains	1												
	Prohibited & Permitted Items - Sporting G		1	1	2									
Pr	roperty - Special Handling	9	21	34	10	10								
	Property - Special Handling - Damaged It		7	23	4	6								
	Property - Special Handling - Damaged It		2	4	2	1								
	Property - Special Handling - Missing Iten	2	7	3	2									
	Property - Special Handling - Missing Iten	4	5	4	2	3								
Re	equest for Assistance			2										
	Request for Assistance - Non-Persons w/	Disabilities	(PWD)	2										
Sc	creening	33	64	73	22	18								2
	Screening - Children		1		1									
	Screening - Crew Member or Airline Emp	lovee		1										
	Screening - Gate Pass	1			1									
		3	15	7	2	1								
	Screening - Inconsistency	3	15	7										
	Screening - International Screening		1	2	1	3								
	Screening - Lengthy Lines	1	5	8										
	Screening - Military		1											
	Screening - Opposite Gender		1											
	Screening - Procedures/Process	26	35	52	15									
	Screening - Rail		1			1								
	Screening - Retrieving Abandoned/Confis	3	4	1	1									
	Screening - Shoe Screening			1										
	Screening - Traveling with Cash			1	1									
SF	PAM				1									
	SPAM - General				1									
Sv	ystem Administrator				1									
- Jy	System Administrator - General				1									
т.	•			1	1									
117	ransportation Security Operations Center	n Dofeste	Nimort											
	Transportation Security Operations Cente		чирогі	1	1	_								
18	SA Contact Information	1		1	1	3								
	TSA Contact Information - General	1		1	1	3								
TV	WIC	9	23	12	6	13								
	TWIC - General	4	5	5	4	6								
	TWIC - Status	5	18	7	2	7								
tal		25,633	25,314	24,197	27,364	27,985	17,776	15,404	15,842	17,369	19,448	20,890	20,158	257,3