

TSA Contact 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
ABE	12	8	8	11	11	13	4	7	10	9	9	3	105
2019				1	1		2	7	6	5	5	2	29
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1				3				1	5
Customer Service - Others								3					3
Customer Service - TSO				1								1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property								1	2	1	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1		2	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Children										1			1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Property - Special Handling							1	1	1	2	1		6
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1		2			3
Screening					1				2	1	1		5
Screening - Procedures/Process					1				2	1	1		5
2020	5	3	1	3	3	4			1	1	1		22
Civil Rights	1					1							2
Civil Rights - Racial Profiling or Discrimination	1					1							2
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	1	1					1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1		1	1					1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1										2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2			1					1				4
Property - Special Handling - Damaged Items - Checked	1			1									2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1												1
Screening	1	1		1	1	2							6
Screening - Procedures/Process		1		1	1	2							5
Screening - Security Breach	1												1
2021		2	1	2	1		2		3	3	3	1	18
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program									1	1	3		5
Expedited Passenger Screening Program - TSA PreCheck									1	1	3		5
Mishandling of Passenger Property		1		1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1		1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1	1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling					1		1						2
Property - Special Handling - Damaged Items - Checked					1		1						2
Screening			1	1						1		1	4
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process				1								1	2
2022	7	3	6	5	6	9							36
Civil Rights	1		2										3
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program	2	2	2	5	4	8							23
Expedited Passenger Screening Program - TSA Application Process			1		1								2
Expedited Passenger Screening Program - TSA PreCheck	2	2	1	5	3	8							21
Patdown					2								2
Patdown - Flyer					2								2
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	2		1				1						4
Screening - Inconsistency	1						1						1
Screening - Procedures/Process	1		1				1						3

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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
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 Cultural Garments										1			1
Customer Service							1					2	3
Customer Service - Others							1					2	3
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)				1			2						3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling						2			1				3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1			1				2
2020	2		4	1		2		1			1	1	12
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
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked												1	1
Screening	1		2			1							4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		1			1							3
2021	2		1	1		1		3	2	1	2		13
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									1		2		3
Expedited Passenger Screening Program - TSA PreCheck									1		2		3
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										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
Screening	1			1		1		1	1				5
Screening - Inconsistency	1												1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1				1	1				3
2022			3		1								4
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA PreCheck			1			1							2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			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
ABQ	81	65	56	119	118	163	32	29	49	55	54	63	884
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 Discrimination						1		1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening				1									1
Customer Service						3	1		2	2	1	2	11
Customer Service - TSO						3	1		2	2	1	2	11
Locks						1	1				2	1	5
Locks - Missing or Damaged Lock						1	1				2	1	5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				8	2	8	5	4	10	9	10	10	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8		8	2	1	7	8	7	6	47
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2		3	2	2		2	4	15
Patdown						2	1	1	2	2	3	1	12
Patdown - Flyer						2	1	1	1	2	3	1	11
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1	1	1	1	1				2	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												2	2
Property - Special Handling				3		3	4	3	5	5	2	2	27
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked						1	1	1	3	3	1		10
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				3		2	2	1	2	1	1	2	14
Screening				3		3	4	2	3	3	3	2	23
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				3		3	3	1	3	3	2	2	20
Screening - Security Breach											1		1
2020	28	19	16	28	13	6	1			6	1	8	126
Civil Rights			1	2		1						1	5
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination				2		1						1	4
Customer Service	2			1						1		2	6
Customer Service - TSO	2			1						1		2	6
Locks	9	2	1	4		1							17
Locks - General	1												1
Locks - Missing or Damaged Lock	8	2	1	4		1							16
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	8	7	6	11	5	2				1			40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	5	9	4	2							29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	3	1	2	1					1			10
Patdown		2	2	1									5
Patdown - Flyer		2	2	1									5
Persons w/ Disabilities (PWD)	1	2	1		1		1					1	7
Persons w/ Disabilities (PWD) - Diabetes								1				1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	5	1	2	7	5	2				4		3	29
Property - Special Handling - Damaged Items - Carry-On	1				1								2
Property - Special Handling - Damaged Items - Checked	2	1	1	1	3							1	9
Property - Special Handling - Missing Items - Carry-On	2		1	6	1	2				4		2	18
Screening	2	4	2	4	2						1	1	16
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2	4	1	4	2						1	1	15
2021	6	4	2	3	8	16	14	17	26	28	32	33	189
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights										2	1		3
Civil Rights - Racial Profiling or Discrimination										2	1		3
Customer Service	1					1	2	2		1	3	2	12
Customer Service - TSO	1					1	2	2		1	3	2	12
Expedited Passenger Screening Program			1		6	11	5	10	19	19	22	23	116
Expedited Passenger Screening Program - TSA Application Program							2	2	1		1		6
Expedited Passenger Screening Program - TSA PreCheck			1		6	11	3	8	18	19	21	23	110
Identification (ID) Requirements							1					1	2
Identification (ID) Requirements - Domestic							1					1	2
Locks						1					1		2
Locks - Missing or Damaged Lock						1					1		2
Mishandling of Passenger Property	3	2		1		2	1			1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1			1				1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1		1		1	1						6

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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
Mishandling of Passenger Property - Disa		1											1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown								1			1		3
Patdown - Flyer								1			1		3
Persons w/ Disabilities (PWD)		1					1	2	1	1		1	7
Persons w/ Disabilities (PWD) - Cancer (g		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1	1				3
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) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items									1				2
Prohibited & Permitted Items - General												1	1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling		1					1	3	3	2	4	1	15
Property - Special Handling - Damaged Items - Carry-On									1	1	3		5
Property - Special Handling - Damaged It		1										1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1	2	2	1	1		7
Screening			2		2		1	3		2	1	1	15
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process			2		2		1	2		1		1	12
2022		47	42	38	71	93	118						409
Civil Rights			2			2							6
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimination			2			1							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service		3	3	4	3	2	3						18
Customer Service - TCC							1						1
Customer Service - TSO		3	3	4	3	2	2						17
Expedited Passenger Screening Program		38	25	27	62	82	104						338
Expedited Passenger Screening Program - Active Du			1										1
Expedited Passenger Screening Program - DoD					2								2
Expedited Passenger Screening Program		4	4	1	3	2	1						15
Expedited Passenger Screening Program		34	20	24	59	80	103						320
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		2	1	2		1	2						8
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Dam		1		2		1	2						6
Mishandling of Passenger Property - Disa		1											1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown		1	2	1	1	2							7
Patdown - Flyer		1	2	1	1	2							7
Persons w/ Disabilities (PWD)		1	2				2						5
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Medically			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair			1										1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling		1	5	1			3	4					14
Property - Special Handling - Damaged It		1		1			1	1					4
Property - Special Handling - Damaged Items - Check			1				1	1					3
Property - Special Handling - Missing Items - Carry-C			1				1	2					4
Property - Special Handling - Missing Items - Checke			3										3
Screening			2		2		4						9
Screening - Inconsistency						1	2						3
Screening - Procedures/Process				2		2		1					5
Screening - Retrieving Abandoned/Confiscated Items						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
ABR	3	2	3			2		1	3	2	1	2	19
2019									1	1		1	3
Mishandling of Passenger Property									1	1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	3
2020		1	1										2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check		1											1
2021				1				1	2	1	1	1	7
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling									1	1	1		3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked										1			1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
2022	3	1	1			2							7
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling	2					1							3
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Checked	1												1
Screening				1									1
Screening - Procedures/Process				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
ABY	2	5		1	4	4	3	3	2	2	1	1	28
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 - Damaged/Missing Items--Checked Baggage					2		1				1		4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Property - Special Handling					1		1	1		1			4
Property - Special Handling - Damaged Items - Checked					1			1		1			3
Property - Special Handling - Missing Items - Checked							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 - Damaged/Missing Items--Checked Baç				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checl			1										1
2022		2				2							4
Expedited Passenger Screening Program		2				2							4
Expedited Passenger Screening Program - TSA PreC		2				2							4

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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
ACK	1							1		6	5	4	17
2019										2	4	2	8
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										2	2	1	5
Screening - Children											1		1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	1	2
Screening - Security Breach										1			1
2020	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
2021								1		4	1	2	8
Civil Rights												1	1
Civil Rights - National Origin												1	1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program										3	1		4
Expedited Passenger Screening Program - TSA PreCheck										3	1		4
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked								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	
ACT			1	5	3	5	3	1	1	5	3	2	1	30
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 - Damaged/Missing Items--Checked Baggage							1			1	2		4	
Patdown				1									1	
Patdown - Flyer				1									1	
Persons w/ Disabilities (PWD)									1				1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1	
Property - Special Handling										1			1	
Property - Special Handling - Damaged Items - Checked										1			1	
Screening				1					1				2	
Screening - Procedures/Process				1					1				2	
2020			2						1				3	
Mishandling of Passenger Property			1						1				2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1	
Property - Special Handling				1									1	
Property - Special Handling - Missing Items - Checked			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 PreCheck												1	1	
Property - Special Handling							1		1				2	
Property - Special Handling - Damaged Items - Checked									1				1	
Property - Special Handling - Missing Items - Checked							1						1	
Screening				1	1								2	
Screening - Procedures/Process				1	1								2	
2022		1	3			3	1						8	
Expedited Passenger Screening Program		1	3			3	1						8	
Expedited Passenger Screening Program - TSA Application Proq			1			1							2	
Expedited Passenger Screening Program - TSA PreC		1	2			2	1						6	

TSA Contact 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
ACV	1	2	2	2		3			5	1	1	1	18
2019									2			1	3
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2020			1	1		1							3
Customer Service						1							1
Customer Service - TSO						1							1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
2021	1			1					3	1	1		7
Civil Rights									2				2
Civil Rights - Transgender Screening									2				2
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2022		2	1			2							5
Expedited Passenger Screening Program		1	1			2							4
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	1			1							3
Screening		1											1
Screening - Procedures/Process		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
ACY	5	7	8	8	13	13	5	3	4	7	7	1	81
2019				2	2	5	3	2	1	4	4	1	23
Civil Rights				1		1				1			3
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)						2	1	1		1	1		6
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1					2
Property - Special Handling							1			2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1				1			2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				1			1	1			2		5
Screening - Procedures/Process				1			1	1			1		4
Screening - Security Breach												1	1
2020		1	2	2	4						1		10
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service			1	1	2						1		5
Customer Service - TSO			1	1	2						1		5
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1								1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Screening				1									1
Screening - Procedures/Process				1									1
2021				1	2	3	2	1	3	3	2	1	18
Expedited Passenger Screening Program						1	1	1	3	3	1	1	11
Expedited Passenger Screening Program - TSA Application Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1		2	3	1	1	9
Mishandling of Passenger Property				1		1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction						1							1
No Jurisdiction - Refer to CBP						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2022	5	6	6	3	5	5							30
Customer Service	2	1				1							4
Customer Service - TSO	2	1				1							4
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	1	4	3	3	5	3							19
Expedited Passenger Screening Program	1	4	3	3	5	3							19
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1		1										2
Screening - Inconsistency	1												1
Screening - Shoe Screening			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
ADQ	1	2	1	1	1	2		1	1			4	14
2019					1	1		1	1			4	4
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling							1		1				3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1		1				2
2020	1			1								4	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling	1			1								1	3
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked				1								1	2
Screening												1	1
Screening - Procedures/Process												1	1
2021		1				1							2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items - Checked		1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
2022		1	1										2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Screening		1											1
Screening - Procedures/Process		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
AEX	6	2	3	4	5	3	4	3		3	1	2	36
2019				2			1	1			1	1	6
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 - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2020	1	1	1	1	3							1	8
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening	1	1	1	1	1								5
Screening - Inconsistency		1				1							2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			1	1									2
2021	1		1				3	2		3			10
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1		1					1					3
Customer Service - Others								1					1
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program - TSA PreCheck								1		2			3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							1			1			2
Screening - Inconsistency							1						1
Screening - Lengthy Lines										1			1
2022	4	1	1	1	2	3							12
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	1			1	1	2							5
Expedited Passenger Screening Program	1			1	1	2							5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening	2		1										3
Screening - Gate Pass	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	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
AGS	5	4	16	11	8	13	4	7	7	6	8	7	96
2019				3	3	5	4	4	5	2	3	3	32
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1	1	2		1	2			1	8
Customer Service - Others									1				1
Customer Service - TSO				1	1	2		1	1			1	7
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	2		1			1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2		1					1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling						1	1	1				1	4
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					2
Screening						1		2	1	1	1		6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1	1	1		3
Screening - Retrieving Abandoned/Confiscated Items								2					2
2020	3	2	3	2	1	1					1	1	14
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		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2											3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Property - Special Handling			1	2	1								4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked			1										1
Screening													1
Screening - Procedures/Process													1
2021		1	2	3	1			3	2	4	4	3	23
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Claims		1											1
Claims - General		1											1
Customer Service				2				2				1	5
Customer Service - TCC				1									1
Customer Service - TSO				1				2				1	4
Expedited Passenger Screening Program										2	3		5
Expedited Passenger Screening Program - TSA PreCheck										2	3		5
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown			1							1			2
Patdown - Children										1			1
Patdown - Flyer			1										1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Lighters/Matches				1									1
Property - Special Handling								1				1	2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening					1				1			1	3
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1							1	2
2022	2	1	11	3	3	7							27
Customer Service	1		1	1		1							4
Customer Service - TSO	1		1	1		1							4
Expedited Passenger Screening Program	1	1	5	2	2	4							15
Expedited Passenger Screening Program - TSA Applied		1											1
Expedited Passenger Screening Program	1		5	2	2	4							14
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening			2		1	2							5
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	2							4

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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
AIA										1			1
2019										1			1
Screening										1			1
Screening - Procedures/Process										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
AKN				1				1	2	6	5		15
2019									1	3			4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2020									1	1	2		4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
2021				1				1		2	3		7
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1						1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening											1		1
Screening - Procedures/Process											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
ALB	39	26	22	37	34	40	14	21	19	40	31	16	339
2019				9	7	8	11	12	8	29	17	11	112
Civil Rights								1			2		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				1	3		1	3	3	3			14
Customer Service - Others					1		1	1	1				4
Customer Service - TSO				1	2			2	2	3			10
Locks						1			1	1		4	7
Locks - Missing or Damaged Lock						1			1	1		4	7
Mishandling of Passenger Property				3	3	1	2	2	3	9	8	2	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	3		1	2	1	7	6	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	2	2		7
Patdown				2			1			6	3		12
Patdown - Flyer				2			1			5	3		11
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1		1		1		2	2		7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1		1	3	2	1	5	2	3	18
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked								2		1	1	2	6
Property - Special Handling - Missing Items - Checked						1	3		1	4	1	1	11
Screening				1	1	4	4	3		3		2	18
Screening - Procedures/Process				1	1	3	4	3		3		2	17
Screening - Security Breach						1							1
2020	18	10	8	9	3	7		4	3	2	7	2	73
Civil Rights	2	1	1	1	1						2		8
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination	1				1								2
Civil Rights - Sex/Gender/Gender Identity	1	1		1							2		5
Customer Service	2		2			1			1				6
Customer Service - Others			2										2
Customer Service - TSO	2					1			1				4
Locks	2	1	1								1		5
Locks - General	1												1
Locks - Missing or Damaged Lock	1	1	1								1		4
Mishandling of Passenger Property	6	2	1	3		1			1	2	1		17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	2	1	3		1			1	2	1		16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown	2		1					1					4
Patdown - Flyer	1		1					1					3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2				1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	2	2	1	3		2		1	2		1	1	15
Property - Special Handling - Damaged Items - Checked			1	2		1		1			1		6
Property - Special Handling - Missing Items - Checked	2	2		1		1			2			1	9
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	2	2	1	1	2	2		2		1	1		14
Screening - Inconsistency											1		1
Screening - Procedures/Process	2	1	1	1	2	2		2		1			12
Screening - Security Breach		1											1
2021	2	5	2	3	2	4	3	5	8	9	7	3	53
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										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	2	1	5	5	4	2	21
Expedited Passenger Screening Program - TSA Application Program						1			1	1		1	4
Expedited Passenger Screening Program - TSA PreCheck				1			2	1	4	4	4	1	17
Mishandling of Passenger Property	1	3	1			1	1		1	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	2	1			1	1		1				7
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)			1	2				2		1			6
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	2									3
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1			1	2		1		1	2	1	9
Property - Special Handling - Damaged Items - Carry-On					1			1					2
Property - Special Handling - Damaged Items - Checked						2				1	1		4
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked		1										1	2
2022	19	11	12	16	22	21							101

TSA Contact 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
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	9	8	9	13	19	18							76
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	8	6	8	12	18	18							70
Expedited Passenger Screening Program - TSA/DHS Employees - 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 Medical Devices						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2											2
Property - Special Handling	3	1					1						5
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items	1						1						2
Screening	4		3	1	1	2							11
Screening - Inconsistency	1												1
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	3		2	1	1								7
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact 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
ALO			1	4	1	1		1		1	3	2	14
2019								1		1	2	1	5
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1	1	3
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process												1	2
2020		1		2							1		4
Mishandling of Passenger Property		1									1		2
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Property - Special Handling				2									2
Property - Special Handling - Missing Items - Checked				2									2
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022				2	1	1							4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								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
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 Items	1												1
2021								1			1		2
Claims											1		1
Claims - General											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2022			1		1								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Screening			1										1
Screening - Procedures/Process			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
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 Transgender										1			1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				2			1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - 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 - Damaged/Missing Items--Checked Bag	1									1			2
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2021	1		1			2			3				7
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							1		1				3
Screening - Procedures/Process		1					1						2
Screening - Retrieving Abandoned/Confiscated Items									1				1
2022	1		1			1							3
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked		1											1
Screening				1									1
Screening - Procedures/Process				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
AMA	3	4	6	2	8	7	3	3	3	4	4	3	50
2019				1	3		2	1	2	2	1	2	14
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	1	1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1	1	1			1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1	1					1			3
Property - Special Handling - Missing Items - Checked				1	1					1			3
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2020	2	1	2	1	1			2		1	1		11
Civil Rights								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1				1					2
Patdown - Flyer				1				1					2
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checke			1								1		2
Screening	1		1		1								3
Screening - Procedures/Process	1		1		1								3
2021	1		2		2	1	1		1	1	2	1	12
Customer Service					2								2
Customer Service - TSO					2								2
Expedited Passenger Screening Program						1	1				2	1	5
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck						1					2	1	4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1		1										2
Screening				1									1
Screening - Procedures/Process				1									1
2022		3	2		2	6							13
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		3	1		2	4							10
Expedited Passenger Screening Program - TSA PreC		3	1		2	4							10
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1							1
Screening - Procedures/Process						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
ANC	39	42	40	55	54	45	22	31	48	73	67	51	567
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 Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													2
Customer Service				1	1	1		2	6	3	4	2	20
Customer Service - TSO				1	1	1		2	6	3	4	2	20
Locks					1	2			1	1	1	1	7
Locks - Missing or Damaged Lock					1	2			1	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 - Damaged/Missing Items--Carry-on Luggage									1	1	1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				6	2	4	2	6	3	9	10	4	46
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			3		3	1	8
Patdown				1		3	1			3	1		9
Patdown - Children										1			1
Patdown - Flyer						3	1			2	1		7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)					1	2			3	2		1	9
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				3	2	2	6	7	12	10	8	11	61
Property - Special Handling - Damaged Items - Carry-On				1				1	2	1		1	6
Property - Special Handling - Damaged Items - Checked				1	2	1	3	2	2	4	5	3	23
Property - Special Handling - Missing Items - Carry-On								1	1	1	1	2	6
Property - Special Handling - Missing Items - Checked				1		1	3	3	7	4	2	5	26
Screening				1		1		3	2	5	3	5	20
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 Discrimination				1						1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening		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	2	1			1		2	13
Locks - Missing or Damaged Lock	2	2	1	2	2	2	1			1		2	13
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	2	6	2	8			2	2	4	4	2	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	6	2	6			2	2	4	3	1	29
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1				2						1		4
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)		1	1		2	1					2		7
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
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) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling	7	5	5	6	3	3		2	4	3	8	3	49
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked	3	2	1	4	1	2			1		5	2	21
Property - Special Handling - Missing Items - Carry-On	2		2	1					1		1		7
Property - Special Handling - Missing Items - Checked	2	3	2	1	1	1		2	2	2	2	1	19
Screening	2	3	5	1	4	3				4		2	24
Screening - Lengthy Lines		1	1	1									3
Screening - Procedures/Process	2	2	3		4	3				4		2	20
Screening - Security Breach			1										1
2021	7	3	6	6	7	7	12	9	11	23	20	14	125
Civil Rights					1						1	1	3
Civil Rights - Racial Profiling or Discrimination					1						1	1	3
Customer Service	1	1	5	2	1	1	1		3	5	5	1	26
Customer Service - TCC			1	1									2
Customer Service - TSO	1	1	4	1	1	1	1		3	5	5	1	24
Expedited Passenger Screening Program					1	1	3	3	3	8	5	7	31
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - TSA Application Program						1					1	1	3
Expedited Passenger Screening Program - TSA PreCheck				1			3	3	3	7	4	6	27
Identification (ID) Requirements							1		1		1		3
Identification (ID) Requirements - Domestic							1		1				2
Identification (ID) Requirements - Real ID											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
Locks						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	4				1	2	1			2	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	4					2				2			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1				2			3
Patdown - Flyer						1				2			3
Persons w/ Disabilities (PWD)			1	1			1	2		1	1	2	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling	2	1		2	1		2	3	3	2	3		19
Property - Special Handling - Damaged Items - Carry-On									2		1		3
Property - Special Handling - Damaged Items - Checked	1	1		2	1		2	1		2	1		11
Property - Special Handling - Missing Items - Checked	1							2	1		1		5
Screening		1			1	1	3	1	1	3	2	3	16
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency									1				1
Screening - Lengthy Lines							2			1			3
Screening - Procedures/Process		1			1	1	1			2	2	3	11
2022	13	23	13	21	17	13							100
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Checked		1											1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Transgender Screening			1										1
Customer Service	1	3	2	2	1	2							11
Customer Service - TSO	1	3	2	2	1	2							11
Expedited Passenger Screening Program	6	17	9	12	7	9							60
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program - Other	1	3											4
Expedited Passenger Screening Program - Other - Checked	5	14	9	11	5	9							53
Locks	1					2							3
Locks - Missing or Damaged Lock	1					2							3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1		1			1							3
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Property - Special Handling	2			2	2	1							7
Property - Special Handling - Damaged Items - Checked	2			2									4
Property - Special Handling - Missing Items - Checked					2	1							3
Screening	2	2		3	1	1							9
Screening - Inconsistency	1			2									3
Screening - Procedures/Process	1	2		1	1	1							6

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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
AOO											1		1
2020											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											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
APN													
2019			1	1	1	1	1			2	2	1	10
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2020				1							1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2021			1				1				1	1	4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling							1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked												1	1
Screening											1		1
Screening - Procedures/Process											1		1
2022				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							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
ART	3	2	2	3	2	4			1	4	2	1	24
2019				1		2				1	1	1	6
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Checked				1		1							2
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2020	1			1	2								4
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property				1	2								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
2021		1	2			2			1	3	1		10
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		1	2						1	2	1		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1	2			4
Mishandling of Passenger Property - Disarrayed Item		1	1								1		3
Screening							2						2
Screening - Procedures/Process							2						2
2022	2	1		1									4
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Procedures/Process		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
ASE	7	4	4	6	11	19	2		5	6	9	2	75
2019					1	3			3	1			8
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property							1		2	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		2	1			4
Patdown						1			1				2
Patdown - Flyer						1			1				2
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
2020	1		2	1	3				1		1	1	10
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Locks						2							2
Locks - General						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai				1									1
Property - Special Handling		1							1				2
Property - Special Handling - Missing Items		1							1				2
2021		2	1	1		3	2		1	5	8	1	24
Civil Rights						2	1						3
Civil Rights - Perceived Religion							1						1
Civil Rights - Transgender Screening						2							2
Customer Service				1	1								2
Customer Service - TCC				1									1
Customer Service - TSO					1								1
Expedited Passenger Screening Program							1		1	4	7	1	14
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck							1		1	4	6	1	13
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missii													1
Patdown			1								1		2
Patdown - Children											1		1
Patdown - Non-Flyer			1										1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
2022	6	2	1	4	7	13							33
Expedited Passenger Screening Program	4	2	1	4	6	11							28
Expedited Passenger Screening Program	4	2	1	4	6	11							28
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening	2					1							3
Screening - Procedures/Process	2					1							3

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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
ATL	431	493	528	520	574	662	239	348	369	389	407	396	5,356
2019				123	114	158	141	195	173	161	154	154	1,373
Civil Rights				3	2	2	6	11	7	1	3	7	42
Civil Rights - National Origin					1			1					4
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				3	1	1	5	8	3	1	3	3	28
Civil Rights - Screening of Religious Cultural and Ceremonial Items									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		2	2				6
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				25	26	42	43	48	55	45	24	54	362
Customer Service - Others					1	2	2	4	4	3			18
Customer Service - TSO				25	25	40	41	44	51	42	24	52	344
Locks				8	8	13	6	9	12	7	12	11	86
Locks - General										1			1
Locks - Missing or Damaged Lock				8	8	13	6	9	12	6	12	11	85
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	33	35	289
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4		2	4	1	1	1	5	2	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				27	21	29	20	23	22	35	25	29	231
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1			1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	3	4	4	8	3	4	3	4	35
Patdown				1	3	4	1	3	2	1	1	2	18
Patdown - Flyer				1	2	4		3	1	1	1	2	15
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				7	6	8	5	13	13	6	7	6	71
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1						2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				2
Persons w/ Disabilities (PWD) - Diabetes							1				1	1	3
Persons w/ Disabilities (PWD) - General					1			3		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1		1		1		1		5
Persons w/ Disabilities (PWD) - Internal Medical Devices									2		1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1	2		2	1		1	1	9
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				2	1	1			1	1			6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2	2	3	3	3	2		16
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			2	3			2	8
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Property - Special Handling				33	24	33	31	40	27	37	34	23	282
Property - Special Handling - Damaged Items - Carry-On				3	3	3	4	5	2	4	6	3	33
Property - Special Handling - Damaged Items - Checked				8	8	6	6	12	4	6	12	4	66
Property - Special Handling - Missing Items - Carry-On				5	4	11	5	6	5	8	7	7	58
Property - Special Handling - Missing Items - Checked				17	9	13	16	17	16	19	9	9	125
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening				12	17	19	17	36	29	20	39	13	202
Screening - Inconsistency				1	1	2				1	1		6
Screening - Lengthy Lines				1	3	3	5	13	12	7	9	2	55
Screening - Procedures/Process				9	12	12	11	21	16	11	28	11	131
Screening - Retrieving Abandoned/Confiscated Items				1		1		1	1	1			5
Screening - Security Breach					1	1	1	1			1		5
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	35
Civil Rights - Age							1						2
Civil Rights - Hair Patdowns			1										1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	2	1	4	5	4	3			1		2		22
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1			2			1			1	1	7
Civil Rights - Transgender Screening			1										1
Customer Service	33	44	50	40	45	18	3	9	14	17	11	13	297
Customer Service - Others	2	4	3	2	3	2			1	2			19
Customer Service - TSO	31	40	47	38	42	16	3	9	13	15	11	13	278
Locks	8	6	4	9	5	5					2	1	40
Locks - General					1								1
Locks - Missing or Damaged Lock	8	6	4	9	4	5					2	1	39
Lost and Found		3	2	3	2	1	1		1		1		14
Lost and Found - Airport/TSA		3	2	3	2	1	1		1		1		14
Mishandling of Passenger Property	43	25	52	26	30	13	1	6	9	7	8	8	228
Mishandling of Passenger Property - Damaged/Missing Items--Checked	5	2	3	1	1					2			16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	31	20	41	24	26	13	1	5	8	4	8	6	187
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke	7	3	8	1	3			1					23
Patdown	4			3	3	1	1			1	2		15
Patdown - Flyer	4			2	3	1	1			1	2		14
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	8	7	8	3	6	6	1		2	2	2	3	48
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1	2										3

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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
Persons w/ Disabilities (PWD) - Diabetes				1							1		2
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impairment			1		1				1				3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1	1	2	2					1	1	9
Persons w/ Disabilities (PWD) - Metal Implants	1									1			2
Persons w/ Disabilities (PWD) - Mobility Devices	2		2	1		1				1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prostheses	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1						2
Persons w/ Disabilities (PWD) - Service Animals			1	1		1							3
Persons w/ Disabilities (PWD) - Touch Aids	2											1	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchairs	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 Items	2	1	4	2	2	1	1	1	1		1	2	18
Property - Special Handling - Damaged Items - Missing	9	10	10	3	8	5	2	4	1	7	4	1	64
Property - Special Handling - Missing Items	5	7	11	9	6	5	1	3	1	4	6	3	61
Property - Special Handling - Missing Items - Damaged	15	16	10	19	10	8	4	3	10	7	12	9	123
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	13	15	30	19	20	28	6	7	6	7	14	9	174
Screening - Crew Member or Airline Employee				1	1		1		1				4
Screening - Inconsistency		2	1		1	2				1	2		9
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/Confiscated Items			1						1				2
Screening - Security Breach				3	1	1							5
2021	74	73	49	58	61	74	76	119	150	176	187	192	1,289
Additional Information Required/Insufficient Information						1					1		2
Additional Information Required/Insufficient Information - EMAIL ONLY						1					1		2
Airline								1	4			1	6
Airline - Lost Baggage												1	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 Employee)			1				1						2
Civil Rights - Constitutional Rights		1										1	2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination	3	1			3	1	2	5	2		3		20
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2				1	1		1				5
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening						1				1			2
Claims			1			1	1	1				1	5
Claims - General			1			1	1					1	4
Claims - Status								1					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			8
Customer Service - TCC			1							1			2
Customer Service - TSO	22	31	21	21	23	20	14	25	39	39	41	52	348
DHS TRIP										1			1
DHS TRIP - General										1			1
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program		1	4	5	7	11	26	41	50	83	98	95	421
Expedited Passenger Screening Program - DoD							1				2		3
Expedited Passenger Screening Program - Over 75											1		1
Expedited Passenger Screening Program - TSA Application Program				1			3	5	2	6	5	7	29
Expedited Passenger Screening Program - TSA PreC		1	4	4	7	10	22	36	48	75	92	88	387
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Hazardous Materials Safety				1		1							2
Hazardous Materials Safety - General				1		1							2
Identification (ID) Requirements							2	1	1	1		1	6
Identification (ID) Requirements - Domestic							1	1		1		1	4
Identification (ID) Requirements - International Travel							1		1				2
Locks	4	2		1	5		1	1					14
Locks - Missing or Damaged Lock	4	2		1	5		1	1					14
Lost and Found	1						1	2	2	1	1	1	9
Lost and Found - Airport/TSA	1						1	2	2	1	1	1	9
Mishandling of Passenger Property	4	10	9	6	7	3	6	6	8	7	5	1	72
Mishandling of Passenger Property - Damaged	1	2	4			1	1	2	1	2			14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	8	5	6	7	2	4	3	7	5	4		53
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disposition	1							1			1	1	4
No Jurisdiction				2	2	1	1	2	2	4	1		15
No Jurisdiction - No Referral					1					1			2
No Jurisdiction - Refer to CBP					1	1	1	2	2	2	1		10
No Jurisdiction - Refer to Other				2						1			3
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown				2			1		1		1	1	6
Patdown - Flyer				2			1		1		1	1	6
Persons w/ Disabilities (PWD)	1	2		3		2	2	1	4	7	2	3	27
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes				1						1			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
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) - Medical Devices - Attached to the Body									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1	1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals									1	4			5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1				2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1				1	1		4
Prohibited & Permitted Items			2	3	1		2		1		2	2	13
Prohibited & Permitted Items - Alcohol and Tobacco							2				1	1	4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Firearm/Ammunition									1				1
Prohibited & Permitted Items - Food/Beverages			2	1	1								4
Prohibited & Permitted Items - General				2									2
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	23	12	3	5	4	16	6	14	21	11	13	8	136
Property - Special Handling - Damaged Item	3					2		1	2	1	1	2	12
Property - Special Handling - Damaged Item - Missing Item	4	4	1	2		6		2	8	4	2	3	36
Property - Special Handling - Missing Item	5	5		1	3	4	3	6	5	3	7	2	44
Property - Special Handling - Missing Item - Damaged Item	11	3	2	2	1	4	3	5	6	3	3	1	44
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	16	9	5	7	6	15	9	18	12	18	18	25	158
Screening - Children						1							1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				3		1	1	1	2				8
Screening - Lengthy Lines	1	1			1		2	6	3	6	6	4	30
Screening - Procedures/Process	13	8	4	4	5	11	6	10	7	12	11	21	112
Screening - Retrieving Abandoned/Confiscated Items	2					2		1					5
Screening - Shoe Screening			1										1
2022	213	284	292	197	254	336							1,576
Airline		1	1	1	1								4
Airline - Policy/Regulations/Service		1	1	1	1								4
Civil Rights	3	2	2	4	4	2							17
Civil Rights - Age				1									1
Civil Rights - Perceived Religion		1											1
Civil Rights - Profiling						1							1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			1								2
Claims				1									1
Claims - Status				1									1
Current Topic		1											1
Current Topic - Current Topic		1											1
Customer Service	36	50	30	19	29	40							204
Customer Service - CSM		1	1										2
Customer Service - Others			1		1								2
Customer Service - TSO	36	49	28	19	28	40							200
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	123	182	203	141	184	254							1,087
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - Damaged Item	1	3	3		1	1							9
Expedited Passenger Screening Program - Damaged Item - Missing Item	1												1
Expedited Passenger Screening Program - Missing Item	9	25	17	8	6	9							74
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	112	154	183	133	175	242							999
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In - Damaged Item					1	2							3
Identification (ID) Requirements	1				2								3
Identification (ID) Requirements - Domestic					1								1
Identification (ID) Requirements - International Travel					1								1
Identification (ID) Requirements - Minors (18 and under)	1												1
Locks		1	1		1	1							4
Locks - Missing or Damaged Lock		1	1		1	1							4
Lost and Found		4				1							5
Lost and Found - Airport/TSA		4				1							5
Mishandling of Passenger Property		6	7	5	5	1							24
Mishandling of Passenger Property - Damaged/Missing Item		1	5			1							7
Mishandling of Passenger Property - Damaged/Missing Item - Missing Item		4	2	4	4								14
Mishandling of Passenger Property - Disarrayed Item		1		1	1								3
No Jurisdiction	2	4	1	1	1	4							13
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP	1	2			1	3							7
No Jurisdiction - Refer to Other	1	2	1			1							5
Patdown			2		1								3
Patdown - Flyer			2		1								3
Persons w/ Disabilities (PWD)	7	5	4		4	4							24
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Breast Cancer	1	1											2
Persons w/ Disabilities (PWD) - Diabetes		1	1			1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Equipment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					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
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr			1										1
Persons w/ Disabilities (PWD) - Medically	2					1							3
Persons w/ Disabilities (PWD) - Mobility D	1				2								3
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			1		1	1							3
Persons w/ Disabilities (PWD) - Wheelcha	1	3											4
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol any	1												1
Prohibited & Permitted Items - Beauty & Grooming It		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	13							86
Property - Special Handling - Damaged It	4	1	1		2	2							10
Property - Special Handling - Damaged It	1	2	3	5	1	2							14
Property - Special Handling - Missing Item	14	8	7	6	4	2							41
Property - Special Handling - Missing Item	6	2	2	3	1	7							21
Screening	13	12	23	10	13	16							87
Screening - Crew Member or Airline Employee					1	1							2
Screening - Inconsistency	2	2	4	1	1	2							12
Screening - Lengthy Lines	1	3	6	4	3	1							18
Screening - Procedures/Process	10	7	13	5	8	10							53
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Shoe Screening						1							1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TWIC			1										1
TWIC - General			1										1

TSA Contact 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
ATW	8	5	3	5	8	8	2	2	1	3	4	5	54
2019				1	2	2				1		2	8
Mishandling of Passenger Property					1		1			1		2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1		2	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2020	3		2	2	1	1		1		1	1		12
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity	1												1
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			2
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1									2
Screening - Procedures/Process	1			1									2
2021	1		1		3	1		1	1	1	3	3	15
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program								1		1	2	2	6
Expedited Passenger Screening Program - TSA PreCheck								1		1	2	2	6
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling	1				1							1	3
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked	1											1	2
Screening					1	1			1				3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1			1				2
2022	4	5		2	2	6							19
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	3	4		1	2	3							13
Expedited Passenger Screening Program - TSA PreCheck	3	4		1	2	3							13
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1

TSA Contact 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
ATY	2	2		1		1			1				7
2020	2												2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2021									1				1
Customer Service									1				1
Customer Service - TSO									1				1
2022		2		1		1							4
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Expedited Passenger Screening Program		1						1					2
Expedited Passenger Screening Program - TSA PreC		1						1					2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1

TSA Contact 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
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 PreCheck							1		1				2
Screening												1	1
Screening - Procedures/Process												1	1
2022					1								1
Customer Service					1								1
Customer Service - TSO					1								1

TSA Contact 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
AUS	101	138	147	134	128	198	68	71	89	102	95	106	1,377
2019				26	28	35	37	34	37	37	33	29	296
Civil Rights				1	1			1	2	2	3	2	12
Civil Rights - Hair Patdowns								1				1	2
Civil Rights - Racial Profiling or Discrimination				1	1						1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2	2		5
Civil Rights - Transgender Screening									1				1
Customer Service				4	9	7	7	7	5	4	7	4	54
Customer Service - Others											1		1
Customer Service - TSO				4	9	7	7	7	5	4	6	4	53
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks				3		2	2	3	4	1	3	3	21
Locks - Missing or Damaged Lock				3		2	2	3	4	1	3	3	21
Mishandling of Passenger Property				7	3	8	12	10	11	11	7	5	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1			2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	6	11	8	7	8	6	3	55
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	1	1	1	2	2	3	1	2	15
Patdown				1	1	4	2	2	1	2	3	1	17
Patdown - Flyer				1	1	4	2	1	1	2	3	1	16
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				2		2	3	3	2	3	3	4	22
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1			2
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	3
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1						1	1		3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	2				1		5
Property - Special Handling				5	7	6	7	7	8	10	7	7	64
Property - Special Handling - Damaged Items - Carry-On					1	1	1			3	1	2	8
Property - Special Handling - Damaged Items - Checked				1	3	4	2	1	1	1	2	4	19
Property - Special Handling - Missing Items - Carry-On				1			1	2	3	2			9
Property - Special Handling - Missing Items - Checked				3	3	2	3	4	4	4	4	1	28
Screening				3	6	6	4	1	4	4		3	31
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1			1	1				3
Screening - Procedures/Process				3	5	4	3		3	3		3	24
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach							1						1
2020	31	35	32	35	33	18	6	5	9	17	12	18	251
Civil Rights	1	1	1	1	2	1	1	1	1	1	1	1	11
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination		1			1	1				1	1	1	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening													1
Customer Service	7	6	5	2	3				2		2	3	30
Customer Service - Others				1	1								2
Customer Service - TSO	7	6	5	1	2				2		2	3	28
Locks	2	1	2	3	1					1	1		11
Locks - Missing or Damaged Lock	2	1	2	3	1					1	1		11
Mishandling of Passenger Property	5	7	9	10	8	7	3	3	3	9	4	6	74
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1		1	1		2			8
Mishandling of Passenger Property - Dam	5	5	7	9	4	5	2	2	2	7	3	5	56
Mishandling of Passenger Property - Disarrayed Item				2	1	2	2		1		1	1	10
Patdown	3	2	1	3	1								11
Patdown - Flyer	3	2	1	3	1								11
Persons w/ Disabilities (PWD)				5	1	3	1						10
Persons w/ Disabilities (PWD) - Cognitive /Developm				1									1
Persons w/ Disabilities (PWD) - Diabetes				2		1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/				1	1		1						3
Property - Special Handling	9	9	5	11	6	8	2	1	3	5	4	5	68
Property - Special Handling - Damaged Items - Carry-On				1	2	1	1		1				6
Property - Special Handling - Damaged It	4	5		5	1	4	1	1		3			24
Property - Special Handling - Missing Item	1	1		1	2						1	1	7
Property - Special Handling - Missing Item	4	3	4	3	2	3	1		2	2	3	4	31
Screening	4	4	8	5	9	1	1		1	1		2	36
Screening - Inconsistency										1			1
Screening - Lengthy Lines				2	1				1				4
Screening - Procedures/Process	4	4	6	5	8	1	1					2	31
2021	11	11	18	13	8	15	25	32	43	48	50	59	333
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights				1	1			2	1		2	2	9
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination				1	1			1	1		2	1	7
Civil Rights - Sexual Orientation - Not Transgender												1	1

TSA Contact 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
Claims								1					1
Claims - Status								1					1
Customer Service		2	6	4	4	4	7	5	3	8	4	4	51
Customer Service - TCC					1								1
Customer Service - TSO		2	6	4	3	4	7	5	3	8	4	4	50
Duplicate E-mail							1						1
Duplicate E-mail - General							1						1
Expedited Passenger Screening Program			1	3	1	4	7	15	21	25	31	37	145
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1		2	1	10
Expedited Passenger Screening Program - TSA PreCheck			1	3	1	3	5	11	20	25	29	36	134
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Locks		2				1			1				4
Locks - Missing or Damaged Lock		2				1			1				4
Lost and Found			2					1					3
Lost and Found - Airport/TSA			2					1					3
Mishandling of Passenger Property		2	3	4	1	1	3			4			18
Mishandling of Passenger Property - Damaged/Missii		1	1	1						1			4
Mishandling of Passenger Property - Damaged/Missii		1	3		1		1		3				9
Mishandling of Passenger Property - Disa		2	1				2						5
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown											1	2	3
Patdown - Children											1		1
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)		1		1		1		1	1	1		1	7
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
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) - Prosthesis/Amputees		1		1									2
Prohibited & Permitted Items			1						1		1	1	4
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1		1		2
Property - Special Handling		3	5	2		1	1	2	2	7	4	3	30
Property - Special Handling - Damaged Items - Carry-On					1		1						2
Property - Special Handling - Damaged It		2	3						4	3	2		14
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Item		1	2	1		1	1	2	2	1	1		12
Screening		4	1	4		4	4	5	7	5	8	11	53
Screening - Children										2			2
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines							2	2	5		2	3	14
Screening - Procedures/Process		4		1	3		4	2	2	2	3	6	35
2022	59	92	97	60	59	130							497
Civil Rights		3	2	1		1							7
Civil Rights - Hair Patdowns		1	1										2
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity		1											1
Civil Rights - Transgender Screening		1	1										2
Customer Service		7	12	8	5	3	15						50
Customer Service - CSM				1									1
Customer Service - TSO		7	12	7	5	3	15						49
Expedited Passenger Screening Program		36	69	70	41	41	88						345
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD			1	2									3
Expedited Passenger Screening Program		3	9	8	2	2	2						26
Expedited Passenger Screening Program		33	59	59	39	39	86						315
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1	1	3		3							8
Mishandling of Passenger Property - Dam		1		3		3							7
Mishandling of Passenger Property - Disarrayed Item			1										1
No Jurisdiction			3	1									4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other			2	1									3
Patdown		2	1	1	1	1							6
Patdown - Flyer		2	1	1	1	1							6
Persons w/ Disabilities (PWD)		4	2	2	1	2							11
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal M		1											1
Persons w/ Disabilities (PWD) - Medically Necessary			2										2
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Persons w/ Disabilities (PWD) - Prosthesis		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1		1						3
Prohibited & Permitted Items			1										2
Prohibited & Permitted Items - Food/Beverages				1									1
Prohibited & Permitted Items - Liquids/Ge		1											1
Property - Special Handling		3		4	2	8							17
Property - Special Handling - Damaged Items - Carry-On					1	5							6

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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
Property - Special Handling - Damaged Item	1					1							3
Property - Special Handling - Missing Item	1			1									3
Property - Special Handling - Missing Item	1			3									5
Screening	2	7	8	6	8	15							46
Screening - Inconsistency			1	1									3
Screening - Lengthy Lines		2	1	1	5	8							17
Screening - Procedures/Process	2	4	6	3	3	6							24
Screening - Shoe Screening				1									1
Screening - Traveling with Cash		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
AVL	14	13	16	10	10	18	4	8	9	11	12	17	142
2019				2	3	5	1	5	2	1	4	6	29
Civil Rights					1						2		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening					1						1		2
Customer Service						1	1	1	1		1	2	7
Customer Service - Others												1	1
Customer Service - TSO						1	1	1	1		1	1	6
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown										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) - Wheelchair/ Scooter/ Segway						1						1	2
Property - Special Handling				1		3		2				1	7
Property - Special Handling - Damaged Items - Checked						1		2				1	4
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						2							2
Screening					1			1	1				3
Screening - Procedures/Process					1				1				2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020	2	4	2	1	4					1	2	3	19
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property		1										2	3
Mishandling of Passenger Property - Damaged/Missii		1										2	3
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Property - Special Handling					3						1		4
Property - Special Handling - Damaged Items - Checked					1						1		2
Property - Special Handling - Missing Items - Checked					2								2
Screening	2	1	1							1	1		6
Screening - Procedures/Process	2	1	1							1			5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	2	1			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 Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck					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 - Disarrayed Items--Carry-on or Checked								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			5
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Checked	1	1											2
Property - Special Handling - Missing Items - Checked										1			1
Screening						1			1	1		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process						1			1			1	3
2022	10	8	14	7	1	9							49
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	9	6	9	4	1	7							36
Expedited Passenger Screening Program	2	3	3	2		1							8
Expedited Passenger Screening Program	7	3	9	2	1	6							28
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	2		1							4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening			1	1		1							3
Screening - Procedures/Process			1	1		1							3

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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
AVP	2	4	9	7	2	10	2	5	1	4	7	5	58
2019				3	1	5	1	4		4	5	2	25
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Customer Service						1		1	1	1			4
Customer Service - Others								1	1				2
Customer Service - TSO						1				1			2
Locks							1				1	1	3
Locks - Missing or Damaged Lock							1				1	1	3
Mishandling of Passenger Property				2			3			1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				2			2				1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown								1		1		1	3
Patdown - Flyer								1		1		1	3
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening						1					3		4
Screening - Procedures/Process						1					2		3
Screening - Security Breach											1		1
2020		2	4	2		1			1		2		12
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 - Damaged/Missing Items--Checked				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Property - Special Handling			1		2		1				1		5
Property - Special Handling - Damaged Items - Checked				2			1				1		4
Property - Special Handling - Missing Items - Checked			1										1
Screening				2									2
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
2021						1		1	1			3	6
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022	2	2	5	2		4							15
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	1	4	1		3							11
Expedited Passenger Screening Program	2	1	4	1		3							11
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact 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
AZO		4	1	3		2	1	2	1	3		3	20
2019								2		2		3	4
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 - Damaged/Missing Items--Checked Baggage								1		1			2
2020		3		1		1							5
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening		1											1
Screening - Lengthy Lines		1											1
2021		1					1		1	1		3	7
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck									1	1			2
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening		1										2	3
Screening - Inconsistency												1	1
Screening - Procedures/Process		1										1	2
2022			1	2		1							4
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1

TSA Contact 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
BBG	2							1			2	1	6
2019								1			1		2
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2021	2										1	1	4
Customer Service	1												1
Customer Service - TSO	1												1
Patdown												1	1
Patdown - Flyer												1	1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Screening		1											1
Screening - Procedures/Process		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
BDL	57	48	72	63	68	95	29	28	31	48	46	36	621
2019				18	12	12	19	14	10	15	14	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 Cultural Garments							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	2	3	2	1	2	2	5	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1	2		1	2	2	5	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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 Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling				3	4	3	3	5	2	2	5	4	31
Property - Special Handling - Damaged Items - Carry-On										1	1		2
Property - Special Handling - Damaged Items - Checked				1		1	1	2	1		1	2	9
Property - Special Handling - Missing Items - Carry-On				1	2		1	1			2	2	9
Property - Special Handling - Missing Items - Checked				1	2	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/Confiscated Items									1			1	2
2020	17	15	15	16	15	13	1	1	7	4	9	5	118
Civil Rights	1	1	1	1	1	1						2	8
Civil Rights - Hair Patdowns				1									1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination		1	1				1					1	4
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Customer Service	5	1	5	1	3	2		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 - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		3	1	3	4	1			2		1	2	17
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 Necessary Medication			1		1								2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	4	3	5	2	3	1			1	2	1	26
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked				2							2		4
Property - Special Handling - Missing Item	2	1				1							4
Property - Special Handling - Missing Item	2	3	2	3	2	1	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	9	8	8	4	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
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										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	1	4	2	6	3	4	28
Expedited Passenger Screening Program			1	1			2	3	4	10	15	14	50
Expedited Passenger Screening Program - TSA Application Program								2				1	3
Expedited Passenger Screening Program - TSA PreCheck			1	1			2	1	4	10	15	13	47
Locks		1							1				2
Locks - General									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
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	3	1		2	1		2						9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	3	1		1			1						6
Mishandling of Passenger Property - Disarrayed Items--Carry-on 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 Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1									3
Prohibited & Permitted Items			1						1	1	1		4
Prohibited & Permitted Items - Food/Beverages			1						1				2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Prohibited & Permitted Items - Lighters/Matches											1		1
Property - Special Handling	2	4				1	2	2	3	3			17
Property - Special Handling - Damaged It	1	1						1	1				4
Property - Special Handling - Damaged Items - Check		1				1	1	1	1	1			6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Item	1	2					1		1	1			6
Screening	2		1	2	5	2	1	2	1	6	1	2	25
Screening - Crew Member or Airline Employee					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	48	21	33	66							226
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2		3		1	2							8
Civil Rights - Hair Patdowns			2										2
Civil Rights - Profiling						1							1
Civil Rights - Race					1								1
Civil Rights - Racial Profiling or Discrimin	2												2
Civil Rights - Screening of Religious Cultural and Ceremonial It			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	6	3	5	4	3	3							24
Customer Service - TSO	6	3	5	4	3	3							24
Expedited Passenger Screening Program	15	20	38	15	26	57							171
Expedited Passenger Screening Program - TSA Appl		3	2	2	2								9
Expedited Passenger Screening Program	15	17	36	13	24	57							162
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Persons w/ Disabilities (PWD)	2					1							3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling	2	2	1	1	1	1							8
Property - Special Handling - Damaged It	1			1		1							3
Property - Special Handling - Missing Item	1	1	1										3
Property - Special Handling - Missing Items - Checke		1			1								2
Screening	4	1	1		2	2							10
Screening - Inconsistency	1	1											2
Screening - Procedures/Process	3		1		2	2							8

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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
BET	1		1	3	4	2			3		1	1	17
2019				2		1			3			1	6
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling				1					1				3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked				1									1
Screening									1				1
Screening - Lengthy Lines									1				1
2020					2	1							3
Patdown					1	1							2
Patdown - Flyer					1	1							2
Screening					1								1
Screening - Procedures/Process					1								1
2021					1					1	1	1	4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Screening						1					1		2
Screening - Inconsistency						1					1		2
2022	1		1	1	1								4
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							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
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 Items - Carry-On					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
BFF			1	1			1				1		4
2019							1			1			2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2020			1										1
Screening			1										1
Screening - Procedures/Process			1										1
2022													1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													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
BFL	1	3	3	2	1	4	2	2	4	2	3	2	29
2019				1	1				2	1	2	2	9
Customer Service					1						1		2
Customer Service - TSO						1						1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown									1				1
Patdown - Children									1				1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling				1					1	1		1	4
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			2
2020		1	1			1					1		4
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Missii		1	1			1							3
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked											1		1
2021	1		2			1	2	2	2	1			11
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program							2	1					3
Expedited Passenger Screening Program - TSA PreCheck							2	1					3
Mishandling of Passenger Property		1						1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam		1							1				2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Checked							1				1		2
Screening									1				1
Screening - Procedures/Process									1				1
2022		2		1		2							5
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							2						2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening			1										1
Screening - Inconsistency			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
BFM	2				1		1	1		1			6
2020										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										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 PreCheck								1					1
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	2				1								3

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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
BGM			1		2	1	1					1	6
2019					2	1	1						4
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening					2								2
Screening - Procedures/Process					2								2
2020			1									1	2
Screening			1									1	2
Screening - Procedures/Process			1									1	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
BGR	6	3	4	1	9	4	3	5	2	8	6	3	54
2019					1	4	2	3	1	5	2	2	16
Customer Service										1			1
Customer Service - Others										1			1
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property					1					2	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					2	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling							1	2				1	4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked								1					1
2020	1	2	2				1			1			7
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missi			1							1			2
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checke			1										1
Screening				1									1
Screening - Procedures/Process				1									1
2021					2			2	1	2	4	1	12
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program					1			1					2
Expedited Passenger Screening Program - TSA PreCheck					1			1					2
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Patdown										1			1
Patdown - Flyer										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening										1	1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1		1
2022	5	1	2	1	6	4							19
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1							3
Customer Service - TSO	1		1			1							3
Expedited Passenger Screening Program	2	1		1	5	2							11
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1			5	2							10
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Patdown	1				1								2
Patdown - Children					1								1
Patdown - Flyer	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1

TSA Contact 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
BHB	1												1
2022	1												1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1

TSA Contact 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
BHM	24	32	22	23	29	46	14	22	21	18	21	18	290
2019				6	5	8	8	12	6	7	6	6	64
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service					1	2	1	6	2	2	1		15
Customer Service - TSO					1	2	1	6	2	2	1		15
Locks				1	1	1							3
Locks - Missing or Damaged Lock				1	1	1							3
Mishandling of Passenger Property				1		1	3	1	2	2	4		14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1	2	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1			1	1	1		2		6
Patdown				1		1			1	2			5
Patdown - Flyer				1		1			1	1			4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Property - Special Handling				3	1	1	2	3	1	1		4	16
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked					1		2	1				2	6
Property - Special Handling - Missing Items - Carry-On				1		1				1			3
Property - Special Handling - Missing Items - Checked				2				2	1			1	6
Screening					1	1	2	2			1	1	8
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1	2	1			1		5
2020	8	10	10	6	6	7		3	4	1	2	2	59
Civil Rights		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	3	3	6	1	2	1		1	1	1	1		20
Customer Service - TSO	3	3	6	1	2	1		1	1	1	1		20
Locks	1		1										2
Locks - Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	1	2	1	1	2	3							10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1	1	2	2							7
Mishandling of Passenger Property - Disarrayed Item		1				1							2
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	2	1	1	2	1	3		1	1		1	2	15
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Checked	1		1	2	1	2			1			2	10
Screening	1	3		1	1				2				8
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1	1							2				4
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach	1												1
2021	3	2	2	3	4	4	6	7	11	10	13	10	75
Civil Rights							1		1	1	1		4
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sexual Orientation - Not Transgender										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					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	3
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	3	6	5	7	24
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1			1	1		1		1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Mishandling of Passenger Property - Disarrayed Item	1			1	1					1			4
Patdown									1			1	2
Patdown - Flyer									1			1	2
Property - Special Handling		1							2		3		6
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1							1		1		3
Screening						2	1	1	2				6
Screening - Inconsistency							1						1
Screening - Lengthy Lines									2				2
Screening - Procedures/Process						2		1					3
2022	13	20	10	8	14	27							92
Customer Service	1	4	2	1	3	5							16
Customer Service - TSO	1	4	2	1	3	5							16
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	8	19							56

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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
Expedited Passenger Screening Program - TSA Appl		3	1	1	2	1							8
Expedited Passenger Screening Program	5	9	7	3	6	18							48
Locks	2				1								3
Locks - Missing or Damaged Lock	2				1								3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				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 Item	1												1
Property - Special Handling - Damaged Item	1												1
Property - Special Handling - Missing Item	1												1
Screening		2		1	1	3							7
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process		1		1		2							4

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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
BIH				1		1							2
2022				1		1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
BIL	12	5	9	6	10	11	6	6	5	6	15	5	96
2019				3		2	4	4	2	3	7	2	27
Civil Rights											2		2
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service							1	2			1		4
Customer Service - Others							1	2			1		4
Mishandling of Passenger Property				1		1	1	1	1		2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1			2	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling				1		1				2			4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked				1		1				1			3
Screening							2	1	1		2		6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2	1	1		1		5
2020	4	1	2	2		4			1	2	4	1	21
Customer Service			1	1									2
Customer Service - Others			1										1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1								1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1										2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1					1					1		3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	2	1				2					1		6
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked	1	1											2
Property - Special Handling - Missing Items - Carry-On	1					2							3
Screening			1	1						2		1	5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1							2		1	4
2021	2			1	2	3	2	2	2	1	4	2	21
Civil Rights				1					1				2
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Expedited Passenger Screening Program						1					3	1	5
Expedited Passenger Screening Program - TSA PreCheck						1					3	1	5
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling	1					1		1				1	4
Property - Special Handling - Damaged Items - Checked	1					1		1					3
Property - Special Handling - Missing Items - Carry-On												1	1
Screening	1						1						2
Screening - Inconsistency	1												1
Screening - Procedures/Process							1						1
2022	6	4	7		8	2							27
Civil Rights			1			1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	5	2	5		7	1							20
Expedited Passenger Screening Program - TSA PreCheck	1	1	1		1								4
Expedited Passenger Screening Program - Other	4	1	4		6	1							16
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Screening			1										1
Screening - Procedures/Process			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
BIS	5	4	4	6	9	6	2	6	4	6	4	5	61
2019					1	1	1	1	2	2		4	12
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1			1		1	3
Locks - Missing or Damaged Lock							1			1		1	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Property - Special Handling					1	1		1	1			1	5
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked					1	1		1				1	4
Screening										1		1	2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process												1	1
2020	1		2	1	3	1	1	1	1	2			13
Customer Service			1		2					1			4
Customer Service - Others										1			1
Customer Service - TSO			1		2								3
Mishandling of Passenger Property			1	1		1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown					1								1
Patdown - Non-Flyer					1								1
Property - Special Handling	1						1		1	1			4
Property - Special Handling - Damaged It	1								1	1			3
Property - Special Handling - Missing Items - Checked							1						1
2021	1	1		2	1			4	1	2	4	1	17
Customer Service				1				1			1		3
Customer Service - TSO				1				1			1		3
Expedited Passenger Screening Program					1				1		1		3
Expedited Passenger Screening Program - TSA PreCheck					1				1		1		3
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		3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling		1							2				3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked									1				1
Screening								1					1
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items								1					1
2022	3	3	2	3	4	4							19
Expedited Passenger Screening Program	3	2	1	3	4	2							15
Expedited Passenger Screening Program	3	2	1	3	4	2							15
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening			1			1							2
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process			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
BJI	2	2	3	2	7	3	1	1	2	3	6	1	33
2019					1	3	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		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2020	1		2	1	4	2			1		2		13
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1				4	2					2		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1				4	2					1		8
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2021				1	1		1			1	1		5
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Screening								1					1
Screening - Inconsistency								1					1
2022	1	2	1		1	1							6
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA Appl		1											1
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown			1										1
Patdown - Non-Flyer			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening	1												1
Screening - Procedures/Process	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
BKW	1	1	1					1				1	5
2021		1						1				1	3
Expedited Passenger Screening Program								1					2
Expedited Passenger Screening Program - TSA PreCheck								1				1	2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
2022		1		1									2
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program		1		1									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
BLI	3	3	6	6	5	5	4	2	6	5	6	3	54
2019				3	3	1	4	2	3	2	3	2	23
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service					2			1	1				4
Customer Service - TSO					2			1	1				4
Mishandling of Passenger Property				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			1						3
Patdown							2		2	1	1		6
Patdown - Flyer							2		2	1	1		6
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling					1	1						1	3
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged Items - Checked						1							1
Screening				1						1	1	1	4
Screening - Inconsistency											1		1
Screening - Procedures/Process				1						1		1	3
2020	3	2	5	3		2				1	1		17
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1		2										3
Customer Service - TSO	1		2										3
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown				2			1						3
Patdown - Flyer				2		1							3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling	1		2	1									4
Property - Special Handling - Damaged Items - Carry-On	1		1										2
Property - Special Handling - Missing Items - Carry-On			1	1									2
Screening		2	1										3
Screening - Procedures/Process		2	1										3
2021			1						3	2	2	1	9
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									2				2
Customer Service - TSO									2				2
Expedited Passenger Screening Program										1	1	1	3
Expedited Passenger Screening Program - TSA PreCheck										1	1	1	3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
2022		1			2	2							5
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					2	2							4
Expedited Passenger Screening Program - TSA PreCheck					1	2							3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					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
BLV	5			5	2	1	5	3	4	3	5	5	38
2019				2	1	1	4	1	1	1	5	1	11
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1	1		1			1		1	5
Customer Service - TSO				1	1		1			1		1	5
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening							2						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process							1						1
2020	4			1				1	3		3	1	13
Civil Rights									1		2		3
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder		1											1
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Property - Special Handling	2												2
Property - Special Handling - Missing Items	2												2
Screening									1		1	1	3
Screening - Procedures/Process								1			1	1	3
2021					1	1	1	1		2	2	3	11
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											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		2	4
Expedited Passenger Screening Program - TSA PreCheck							1			1		2	4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
2022	1			2									3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	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
BMI	5	2	4		3	6	3	4	5	1	5	3	41
2019							1	1	2	1	2	3	7
Civil Rights									1				1
Civil Rights - National Origin									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening											2		2
Screening - Procedures/Process											2		2
2020	2	1	2		2	2		2			1	1	13
Customer Service			1					2					3
Customer Service - Others			1					1					2
Customer Service - TSO								1					1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1			1					1	1		4
Mishandling of Passenger Property - Damaged/Missin		1			1							1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	1		1		1	1							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Item	1		1			1							3
Screening						1							1
Screening - Procedures/Process						1							1
2021						1	2	1	3		2	2	11
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1	3		2	1	7
Expedited Passenger Screening Program - TSA PreCheck								1	3		2	1	7
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2022	3	1	2		1	3							10
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1		2		1	2							6
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	1		2			2							5
Patdown	1												1
Patdown - Flyer	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	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
BNA	104	118	93	116	123	129	49	78	84	119	83	97	1,193
2019				19	27	24	31	39	41	52	29	40	302
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights					1		1	1	2	2			7
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination										2			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	2				3
Civil Rights - Transgender Screening							1						1
Customer Service				3	7	4	2	3	4	3	3	8	37
Customer Service - TSO				3	7	4	2	3	4	3	3	8	37
Locks				1	4	4	1	5	2	1	3	2	23
Locks - General												1	1
Locks - Missing or Damaged Lock				1	4	4	1	5	2	1	3	1	22
Lost and Found									1	2			3
Lost and Found - Airport/TSA									1	2			3
Mishandling of Passenger Property				6	4	7	9	9	11	23	14	13	96
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1				3	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				6	2	4	7	8	7	14	9	9	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2	2	1	4	6	2	3	21
Patdown					2	3	5	5		1		3	19
Patdown - Flyer					2	3	5	4		1		3	18
Patdown - General								1					1
Persons w/ Disabilities (PWD)					1	1	1	1	3	3	1	2	13
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes										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	2	1		1	6
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				6	7	5	6	11	12	16	7	9	79
Property - Special Handling - Damaged Items - Carry-On				3	2	1		5	1	1	1	2	16
Property - Special Handling - Damaged Items - Checked					4	3	3	3	5	8	4	4	34
Property - Special Handling - Missing Items - Carry-On									2	1		1	4
Property - Special Handling - Missing Items - Checked				3	1	1	3	3	4	6	2	2	25
Screening				3	1		6	4	5	1	1	3	24
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency									1				1
Screening - Lengthy Lines							3		1				4
Screening - Procedures/Process				1	1		3	3	1	1		1	11
Screening - Security Breach				2				1	2			1	6
Screening - Shoe Screening											1		1
2020	43	29	31	35	26	22	1	8	9	16	16	14	250
Civil Rights	2		2		1					2		1	8
Civil Rights - Headwear												1	1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1									1			2
Civil Rights - Sex/Gender/Gender Identity	1		1		1					1			4
Customer Service	6	4		2	3	3	1	3	1	5	3	2	33
Customer Service - TSO	6	4		2	3	3	1	3	1	5	3	2	33
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	1	3	5	3	2	1		1		1	1	1	19
Locks - Missing or Damaged Lock	1	3	5	3	2	1		1		1	1	1	19
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	20	7	11	10	6	9		1	3	3	4	4	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1	1									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	15	6	8	8	5	8		1	3	1	3	3	61
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	5		2	1	1	1				2	1	1	14
Patdown	2	1	1								2		6
Patdown - Flyer	2		1	1							2		6
Persons w/ Disabilities (PWD)	1	1	2	5	2	1							12
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				2									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1			1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	7	12	8	13	8	7		2	4	3	5	2	71
Property - Special Handling - Damaged Items - Carry-On	1	2	1	1	3	1							9
Property - Special Handling - Damaged Items - Checked	2	2	5	3	2	5			1	2	3	1	26
Property - Special Handling - Missing Items - Carry-On		1		2					1				4
Property - Special Handling - Missing Items - Checked	4	7	2	7	3	1		2	2	1	2	1	32
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
Screening	4	2	1	1	2			1	1	2	1	4	19
Screening - Inconsistency	1												1
Screening - Procedures/Process	3		1	1	2			1	1	2	1	4	16
Screening - Retrieving Abandoned/Confiscated Items		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
Screening - Security Breach			1										1
2021	16	16	10	17	11	5	17	31	34	51	38	43	289
Airline								1					1
Airline - Wheelchair Assistance								1					1
Civil Rights	2				1		1	2		2	2		10
Civil Rights - Civil Rights Violation (TSA Employee)					1			1					2
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination	1						1	1			2		5
Civil Rights - Sex/Gender/Gender Identity	1									1			2
Claims		1											1
Claims - General		1											1
Customer 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
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	2	11	12	14	31	23	30	125
Expedited Passenger Screening Program - DoD						1				1			2
Expedited Passenger Screening Program - TSA Application Program								4			1	3	8
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	11	8	14	30	22	27	115
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1						1		1		1	2	6
Locks - Missing or Damaged Lock	1						1		1		1	2	6
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	5	3	4		3		1	2	1			1	20
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	2	2		2		1	2				1	15
Mishandling of Passenger Property - Disarrayed Item	1	1			1								3
No Jurisdiction						1						1	2
No Jurisdiction - Refer to Other						1						1	2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	1		1	1				1					6
Patdown - Flyer	1		1	1				1					6
Persons w/ Disabilities (PWD)					2		2		1	1		2	8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1					1	2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items		1		2									3
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition				2									2
Property - Special Handling	2	6		4				6	9	9	1	2	39
Property - Special Handling - Damaged Items - Carry		1		1				1	4	4			12
Property - Special Handling - Damaged Items - Checked	1	4		2				2	3	1	1	1	15
Property - Special Handling - Missing Items	1	1		1				3	2	4			12
Screening	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	45	73	52	45	59	78							352
Airline		1				2							3
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		1				1							2
Civil Rights	1	2				1							4
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination		2											2
Customer Service	3	7	2	1	2	4							19
Customer Service - Others		1											1
Customer Service - TSO	3	6	2	1	2	4							18
Expedited Passenger Screening Program	33	49	35	37	48	61							263
Expedited Passenger Screening Program - DoD	1			1									2
Expedited Passenger Screening Program - TSA Application Program	3	7	4	4	4	1							23
Expedited Passenger Screening Program - TSA PreCheck	29	42	31	32	44	60							238
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found	2			1									3
Lost and Found - Airport/TSA	2			1									3
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction						2							2
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other						1							1
Patdown		1	1		2	2							6
Patdown - Flyer		1	1		2	2							6
Persons w/ Disabilities (PWD)	3		3										6
Persons w/ Disabilities (PWD) - Autism Spectrum			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
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	2	7	4	1	4		2						20
Property - Special Handling - Damaged Items - Carry		2	1				1						4
Property - Special Handling - Damaged It	1	2	2				1						6
Property - Special Handling - Missing Item	1	1		1									3
Property - Special Handling - Missing Items - Checke		2	1			4							7
Screening	1	5	5	5	1		6						23
Screening - Inconsistency		1	1				2						4
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process	1	3	3	5			3						15
Screening - Retrieving Abandoned/Confiscated Items						1	1						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
BOI	22	28	41	39	36	48	8	26	26	15	36	20	345
2019				13	5	14	4	13	7	8	15	6	85
Civil Rights				1				1	1		1		4
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2		2		1		2	2	1	10
Customer Service - TSO				2		2		1		2	2	1	10
Locks					1	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 - Damaged/Missing Items--Checked Baggage				2	1	1	1	4	5	2	4		20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1		1						3
Patdown				1		1			1	2	1	1	7
Patdown - Flyer				1		1			1	2	1	1	7
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				1	1								2
Property - Special Handling				3	1	6	1	4		1	1	2	19
Property - Special Handling - Damaged Items - Checked						1	1	1				2	5
Property - Special Handling - Missing Items - Carry-On					1	2							3
Property - Special Handling - Missing Items - Checked				3		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	13	10	6	4	1	2	6	2	2	2	57
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1					1		1		3
Customer Service - TSO				1					1		1		3
Locks				1	1							1	3
Locks - Missing or Damaged Lock				1	1						1		3
Mishandling of Passenger Property	2		8	1	3	3			1	1			19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2		5		3	2			1	1			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage			2			1							3
Patdown	1		1	2	1								5
Patdown - Flyer	1		1	2	1								5
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling	3		2	4	1			1	4	1		2	18
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked	1			1	1				2				5
Property - Special Handling - Missing Items - Carry-On	2		2	2				1	2	1		2	12
Screening		3			1		1	1					6
Screening - Procedures/Process		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 Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	2	2	3	1	1		2	1	3	1		17
Customer Service - CSM			1										1
Customer Service - TCC				1									1
Customer Service - TSO	1	2	1	2	1	1		2	1	3	1		15
Expedited Passenger Screening Program			1	1	1		2	5	5	1	14	10	40
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program								1					2
Expedited Passenger Screening Program - TSA PreCheck			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	1	1		1		1	1				9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	2	1	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 Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Property - Special Handling		3						3		1	1		8
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged Items - Checked		2						1		1			4
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1	1		1	1			4				8
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		1			1				3				5

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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
2022	12	16	22	11	22	27							110
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service		2	1	1									4
Customer Service - TSO		2	1	1									4
Expedited Passenger Screening Program	10	12	17	10	15	21							85
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	2	1		1									4
Expedited Passenger Screening Program	8	11	17	9	15	20							80
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown			1			1							2
Patdown - Flyer			1			1							2
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	1		3		1	2							7
Property - Special Handling - Damaged Items - Carry-On			2										2
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Item	1												2
Property - Special Handling - Missing Items - Checked						1							1
Screening	1	1			2	1							5
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2	1							4

TSA Contact 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
BOS	310	323	332	326	303	399	113	151	206	249	283	289	3,284
2019				69	64	84	76	88	110	116	104	124	835
Advanced Imaging Technology (AIT)				1						1		1	3
Advanced Imaging Technology (AIT) - Flyer				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
Civil Rights - Headwear											1		1
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion									1			1	2
Civil Rights - Racial Profiling or Discrimination				1	3	4		2			3	1	14
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2	1		3
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				11	9	18	12	15	18	20	13	18	134
Customer Service - Others					1	1	1		4		1	3	11
Customer Service - TSO				11	8	17	11	15	14	20	12	15	123
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											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
Mishandling of Passenger Property				19	14	18	16	23	20	26	26	33	195
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	4		1	2	3	1	3	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				17	9	12	14	17	14	20	19	26	148
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	1	1	1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	3	2	1	4	4	3	6	4	29
Patdown				2	4	3	2	4	8	5	7	7	42
Patdown - Flyer				2	3	2	2	3	8	4	7	7	38
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 /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						1			1	2			4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1	1			2	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1	4	2				9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1	1	1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1		2	1		5
Persons w/ Disabilities (PWD) - Service Animals							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1				1	1	2	5
Persons w/ Disabilities (PWD) - Visual Impairment					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					3	1	1	3	2		2	1	13
Property - Special Handling				18	16	18	13	17	26	30	29	25	192
Property - Special Handling - Damaged Items - Carry-On				2	2	3	1	1	3	2	2	3	19
Property - Special Handling - Damaged Items - Checked				2	1	2	5	4	8	13	8	4	47
Property - Special Handling - Missing Items - Carry-On				3	5	3	2	2	4	4	8	8	39
Property - Special Handling - Missing Items - Checked				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
Screening				8	7	10	20	13	19	12	10	22	121
Screening - Crew Member or Airline Employee											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/Confiscated Items							1						1
Screening - Security Breach						1	1				1	1	4
2020	126	96	114	77	76	34	6	7	14	27	23	28	628
Civil Rights	4	13	5	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 Discrimination	1	5	4		3			1				1	15
Civil Rights - Screening of Religious or Cultural Garments	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	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	4	5	2	2				2	2	2	23
Locks - Missing or Damaged Lock	1	3	4	5	2	2				2	2	2	23
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	26	13	14	7	1	1	3	4	5	3	135
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	9	6	6	5	5	1					2		34
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	21	15	17	7	9	4	1		3	3	2	2	84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	4	3	2	1		2		1		1	1	1	16
Patdown	8	4	4	2	2								21
Patdown - Flyer	6	4	4	2	2								19

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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
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 (g	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		2	1	1									4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2	1				1					2		6
Persons w/ Disabilities (PWD) - Mobility D	3			3									6
Persons w/ Disabilities (PWD) - Prothesi	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1	1							1		5
Property - Special Handling	20	10	21	16	18	12	2	4	3	6	3	10	125
Property - Special Handling - Damaged It	1	2	3	2	3	1			1		1	1	15
Property - Special Handling - Damaged It	4	2	3	4	5	5	1	1	1	3	1	2	32
Property - Special Handling - Missing Item	5	3	6	3	4	2		1	1			4	29
Property - Special Handling - Missing Item	10	3	9	7	6	4	1	2		3	1	3	49
Request for Assistance		2											2
Request for Assistance - Other		2											2
Screening	21	16	31	17	23	6	1		6	9	3	6	139
Screening - Inconsistency					1				1				2
Screening - Lengthy Lines	1	1	2							1			5
Screening - Procedures/Process	18	15	29	17	21	5			4	8	2	5	124
Screening - Retrieving Abandoned/Confis	1						1					1	3
Screening - Security Breach	1				1				1				3
Screening - Traveling with Cash						1					1		2
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General										1			1
2021	27	22	30	22	7	29	31	56	82	106	156	137	705
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	2		2		1	9	5	4	2	30
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear									1				1
Civil Rights - Perceived Religion	1									1			2
Civil Rights - Racial Profiling or Discrimin	1		1	1				1	5	3	2	2	16
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1		2		4
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1					1							2
Claims				1									1
Claims - General				1									1
Customer Service	3	3	14	10	3	4	3	18	12	18	26	21	135
Customer Service - Others						1				1			2
Customer Service - TCC				1							1		2
Customer Service - TSO	3	3	14	9	3	3	3	18	12	17	25	21	131
Duplicate E-mail											3		3
Duplicate E-mail - General											3		3
Expedited Passenger Screening Program			2	3	1	9	15	21	28	47	78	81	285
Expedited Passenger Screening Program - DoD							1				2	1	4
Expedited Passenger Screening Program - TSA Application Program							1	1		1	6	4	13
Expedited Passenger Screening Program - TSA PreCheck			2	3	1	9	13	20	28	46	70	76	268
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Lost and Found	1						1			1			3
Lost and Found - Airport/TSA	1						1			1			3
Mishandling of Passenger Property	11	8	5	3	1	4		1	2		3		38
Mishandling of Passenger Property - Dam	1	1	2	1	1	1					1		8
Mishandling of Passenger Property - Dam	7	5	3	2		2		1	1		2		23
Mishandling of Passenger Property - Disa	3	2				1			1				7
No Jurisdiction				1								1	2
No Jurisdiction - Refer to CBP				1								1	2
Patdown	2	1	1					3	7	6	3	9	32
Patdown - Flyer	1	1	1					3	7	5	3	9	30
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)		1	2			1		1	5	6	6	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes			1						1		1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment										1	1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					1			1	2	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2		1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1		1	2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				1			2
Prohibited & Permitted Items						1	1			2	3		7
Prohibited & Permitted Items - Alcohol and Tobacco											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
Prohibited & Permitted Items - Chemical/Household Products										1			1
Prohibited & Permitted Items - Electronic Devices											1		1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General							1				1		2
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	5	7	2	2		5	3	12	10	16	12		79
Property - Special Handling - Damaged Items	1	2	1	1		1	1	5	4	7	7		30
Property - Special Handling - Damaged Items - Carry-on	2	1		1			2	1	3	1	2		14
Property - Special Handling - Missing Items - Carry-on	2		1			2	1	2	1	3	3	1	16
Property - Special Handling - Missing Items - Checked	2	2				2	1	3	2	5	2		19
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	2	2			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/Confiscated Items										1	2		3
Screening - Traveling with Cash											1		1
2022	157	205	188	158	156	252							1,116
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1		1										2
Airline - Policy/Regulations/Service	1		1										2
Civil Rights	3	4	2	4	1	3							17
Civil Rights - National Origin		1											1
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination	2	2	2	2	1								9
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Sex/Gender/Gender Identity	1			1									2
Civil Rights - Transgender Screening				1		1							2
Customer Service	18	9	15	9	9	11							71
Customer Service - CSM						1							1
Customer Service - Others			1										1
Customer Service - TSO	18	9	14	9	9	10							69
Duplicate E-mail	2		1										3
Duplicate E-mail - General	2		1										3
Expedited Passenger Screening Program	91	149	137	109	126	205							817
Expedited Passenger Screening Program - Carry-on	1	1	1		1	1							5
Expedited Passenger Screening Program - Checked	2	16	16	8	6	3							51
Expedited Passenger Screening Program - Other	87	132	119	101	119	201							759
Expedited Passenger Screening Program - Unknown	1		1										2
Identification (ID) Requirements	1	1	1	1		1							5
Identification (ID) Requirements - Domestic	1	1	1	1									4
Identification (ID) Requirements - Real ID						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1			1	1	2							5
Lost and Found - Airport/TSA	1			1	1	2							5
Mishandling of Passenger Property	3	1	3	4		2							13
Mishandling of Passenger Property - Damaged	1	1		1		1							4
Mishandling of Passenger Property - Damaged - Carry-on	2		3	3									8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1			3	1	1							6
No Jurisdiction - Refer to CBP				1	1								2
No Jurisdiction - Refer to Other	1			2		1							4
Patdown	5	5	3	1	2	3							19
Patdown - Flyer	4	5	3	1	2	3							18
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	7	16	3	1		2							29
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1	1											2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impaired	2	1											3
Persons w/ Disabilities (PWD) - Medically Necessary	1	3				1							5
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		4				1							5
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2											2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers	1												1
Persons w/ Disabilities (PWD) - Service Animals	1	2											3
Persons w/ Disabilities (PWD) - Wheelchairs	1		1										2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	11	13	8	16	8	10							66
Property - Special Handling - Damaged Items	7	8	3	9	2	6							35
Property - Special Handling - Damaged Items - Carry-on	2		1	1	1								5
Property - Special Handling - Missing Items	2	4	4	4	2	2							18
Property - Special Handling - Missing Items - Checked	1		2	3	2								8
Screening	13	5	14	8	8	12							60
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	4	2			1	1							8
Screening - Lengthy Lines			2	1		3							6
Screening - Procedures/Process	8	3	11	5	5	8							40
Screening - Retrieving Abandoned/Confiscated Items	1			2	2								5

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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
BPT													10
2019			2	2		2	1		1	2			2
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked								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 - TSA PreCheck				1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			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

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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
BQK	1	1	3	7	1	7	6	1	5	3	1	2	38
2019				4	1	4	6		5	2	1	1	24
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property				2	1	2	3		3	1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1	1	1	2						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1		3	1	1		8
Patdown						1	1						2
Patdown - Flyer						1	1						2
Property - Special Handling				2		1			1				4
Property - Special Handling - Damaged Items - Checked				1					1				2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked							1						1
Screening								2		1	1		4
Screening - Procedures/Process								2		1	1		4
2020		1											1
Customer Service		1											1
Customer Service - TSO		1											1
2021	1		2			1		1		1		1	7
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Patdown								1		1			2
Patdown - Flyer								1		1			2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked												1	1
2022			1	3		2							6
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2							4
Expedited Passenger Screening Program - TSA PreCheck			1	1		2							4
Screening				1									1
Screening - Procedures/Process				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
BQN	3	4	2	5	1	7	4	6	7	1	5	4	49
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 - Damaged/Missing Items--Carry-on Lug				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown								1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling							1		3		2		6
Property - Special Handling - Missing Items - Carry-On									3		2		5
Property - Special Handling - Missing Items - 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 Discrimination			1										1
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown	1						1						2
Patdown - Flyer	1						1						2
Property - Special Handling	1						1						2
Property - Special Handling - Missing Items	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 Transgender											1		1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening							1	1			1		3
Screening - Procedures/Process								1			1		2
Screening - Traveling with Cash							1						1
2022		3	1			3							7
Customer Service						1							1
Customer Service - Others						1							1
Expedited Passenger Screening Program		1	1			2							4
Expedited Passenger Screening Program - TSA PreC		1	1			2							4
Patdown		1											1
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1

TSA Contact 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
BRD	1		3	1	1	2	2			1	3	2	16
2019						1					1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2020	1		2	1							1	1	6
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1										2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1								1	1	3
Screening - Procedures/Process			1								1	1	3
2021						1	2			1	1	1	6
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1			1			2
Expedited Passenger Screening Program - TSA PreCheck							1			1			2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Checked							1					1	2
2022			1		1								2
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				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
BRL			1		1	1				1			4
2019					1					1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown						1							1
Patdown - Flyer						1							1
2020			1										1
Customer Service			1										1
Customer Service - TSO			1										1
2022													1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													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
BRO	2	1	1	4	1	4	4		2		1	1	21
2019				2		2	2		1			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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020	1								1				2
Civil Rights									1				1
Civil Rights - Hair Patdowns									1				1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
2021							2				1		3
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2022	1	1	1	2	1	2							8
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1		1	2	1								5
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck			1	2	1								4
Screening			1										1
Screening - Procedures/Process			1										1
TWIC								1					1
TWIC - Status								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
BRW			1						1	1	1		4
2020			1										1
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
2021									1	1	1		3
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

TSA Contact 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
BTM	1	1		1			1				1		5
2019							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							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 Discrimination	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

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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
BTR	5	6	4	6	7	8	5	1	3	8	5	7	65
2019				1	2		4	1	2	4	2	4	20
Customer Service					1		1	1		2	1		6
Customer Service - Others							1						2
Customer Service - TSO								1		2	1		4
Locks							1						1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1	1		2			1		3	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		2			1		2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling									2	1	1	1	5
Property - Special Handling - Missing Items - Carry-On									1			1	2
Property - Special Handling - Missing Items - Checked									1	1	1		3
2020	1	2		1	2						2		8
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Customer Service											1		1
Customer Service - Others											1		1
Mishandling of Passenger Property	1	1			1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1			1						1		4
Patdown					1								1
Patdown - Flyer						1							1
Screening		1											1
Screening - Procedures/Process		1											1
2021			1	1	1		1		1	4	1	3	13
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1		1	3	1	3	9
Expedited Passenger Screening Program - TSA PreCheck							1		1	3	1	3	9
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening										1			1
Screening - Procedures/Process										1			1
2022	4	4	3	3	2	8							24
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	2	3	3	3	1	7							19
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	2	3	3	3		7							18
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening		1											1
Screening - Procedures/Process		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
BTV	14	15	18	11	23	16	7	9	11	17	9	11	161
2019				3	6	3	5	6	5	12	5	6	51
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Customer Service				1	1	1	1	1	2	2	2		11
Customer Service - Others							1			1			2
Customer Service - TSO				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 - Damaged/Missing Items--Carry-on Luggage							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	1		3	1				9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												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 Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling					1		1					1	3
Property - Special Handling - Damaged Items - Checked					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- Not Transgender			1		1								2
Customer Service	3	1				1							5
Customer Service - Others	1												1
Customer Service - TSO	2	1				1							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	1		1				1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1		1								3
Mishandling of Passenger Property - Disarrayed 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 Medication			1		1								2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling		1	2	1	1	1							6
Property - Special Handling - Damaged Items - Carry-On				1		1							2
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								2
Screening	3	5			3		1		1		1		14
Screening - Procedures/Process	2	5			3		1		1		1		13
Screening - Retrieving Abandoned/Confiscated	1												1
2021	1	1	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
Customer Service - TSO	1						1	2	1	1		1	7
Expedited Passenger Screening Program			1			1					2	1	5
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program - TSA PreCheck			1								2		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items										2			2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling			1		1						1	1	4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On												1	1
Screening		1			1			1					3
Screening - Procedures/Process		1			1			1					3
2022	6	4	8	6	8	9							41
Civil Rights		1	1	1									3
Civil Rights - Racial Profiling or Discrimination			1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	1	1	1	1		1							5
Customer Service - TSO	1	1	1	1		1							5
Expedited Passenger Screening Program	5	1	5	3	8	7							29
Expedited Passenger Screening Program - TSA Application Program			1	1	1								3
Expedited Passenger Screening Program - TSA PreCheck	5	1	4	2	6	7							25
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					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
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening		1	1			1							3
Screening - Inconsistency		1				1							2
Screening - Procedures/Process				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
BUF	28	24	28	31	30	44	17	16	17	23	25	18	301
2019				4	6	4	9	7	6	16	12	9	73
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimination							1					2	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					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	3	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	1	2	4	1	3	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										2			2
Patdown					1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)				1			1					1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1						2
Property - Special Handling				2		2		1	1	5	2	1	14
Property - Special Handling - Damaged Items - Carry-On				1							1		2
Property - Special Handling - Damaged Items - Checked						1				3		1	5
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - 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 Employee											2		2
Screening - Inconsistency							1				1		2
Screening - Procedures/Process					1		1	2	1		1		6
2020	11	10	9	11	5	3	2	2	1	3	4		61
Civil Rights	2	1	1										4
Civil Rights - Racial Profiling or Discrimination	2	1	1										4
Customer Service	2	2	2							1			7
Customer Service - Others		2											2
Customer Service - TSO	2		2							1			5
Locks	1	1		1	1				1		1		6
Locks - Missing or Damaged Lock	1	1		1	1				1		1		6
Mishandling of Passenger Property	6	2	2	5	1	1	1			1	2		21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	5	2	2	4	1	1	1			1	1		18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling		2		5		1					1		11
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked		1		1		1							3
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked		1	1	2							1		5
Screening		2	1		1	1	1	1		1			8
Screening - Crew Member or Airline Employee					1					1			2
Screening - Procedures/Process		2	1			1	1	1					6
2021	4	1	1	2	3	4	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 Employee)							1						1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1								2	1	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 - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							4	4	5	3	4	4	24
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property	1	1		2		2			1			2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1		1			1			1	5
Mishandling of Passenger Property - Disarrayed Item		1										1	2
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		2	1	7
Property - Special Handling - Damaged Items - Carry-On											2	1	3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On	1								2				3
Screening	2				1		1	1				1	6
Screening - Inconsistency	1				1		1						3

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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
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items								1				1	2
2022	13	13	18	14	16	33							107
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Customer Service	2	7	1		1	1							12
Customer Service - TSO	2	7	1		1	1							12
Expedited Passenger Screening Program	9	4	12	12	15	29							81
Expedited Passenger Screening Program	1		1			3							5
Expedited Passenger Screening Program	8	4	11	12	15	26							76
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Dam	1		2										3
No Jurisdiction		1				1							2
No Jurisdiction - Refer to Other		1				1							2
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1	1	2										4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Check		1	2										3
Screening				1		1							2
Screening - Procedures/Process				1		1							2

TSA Contact 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
BUR	31	36	41	32	30	43	24	15	26	33	34	25	370
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 Discrimination							2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening					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 - Damaged/Missing Items--Carry-on Luggage							1	1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	4	1	2	2	2	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1					3
Patdown				1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2	1	9
Persons w/ Disabilities (PWD)							2		1	1	2		6
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				2	1	3	3		1	2	4		16
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1		1	3				1		6
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checked				1		1				2	3		7
Screening				2		2	3		3	3	1	2	16
Screening - Inconsistency				1			1						2
Screening - Procedures/Process						1	1		3	3	1	2	11
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach							1	1					2
2020	8	13	12	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 Discrimination	1	1									1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Transgender Screening				1									1
Customer Service	1	2	2		4	2			2	2			15
Customer Service - Others									1				1
Customer Service - TSO	1	2	2		4	2			1	2			14
Locks	1		1	2	1						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	3	2		18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	4	1	1	1		1	1	1	2		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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 (general) Not Breast Cancer	1												1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	1	3	3	1					1	2	17
Property - Special Handling - Damaged Items - Carry-On	1				1						1		3
Property - Special Handling - Damaged Items - Checked		1		1	1							1	4
Property - Special Handling - Missing Items - Carry-On	4	1	2	1	1							1	10
Property - Special Handling - Missing Items - Checked		1	3	2		3			1		2		12
Screening				1									1
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process			3	1		2							6
Screening - Retrieving Abandoned/Confiscated Items		1									1		2
Screening - Security Breach							1						1
2021	5					3	5	6	10	12	12	17	70
Civil Rights								2	1				3
Civil Rights - Racial Profiling or Discrimination								1	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	1	7
Expedited Passenger Screening Program							2	2	4	9	5	12	34
Expedited Passenger Screening Program - TSA PreCheck							2	2	4	9	5	12	34
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1									1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	2		3
Patdown									1		1	1	3

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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
Patdown - Flyer									1			1	2
Patdown - Non-Flyer											1		1
Property - Special Handling	2					1		2				1	6
Property - Special Handling - Damaged Items - Carry-On								2					2
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							2
Screening	1					2	1		1	2	1	2	10
Screening - Inconsistency										1			1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					1	1		1	1	1	2	8
2022	18	23	29	11	16	25							122
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights			1	2									3
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				1									1
Customer Service	4	2	4	1	2	3							16
Customer Service - TSO	4	2	4	1	2	3							16
Expedited Passenger Screening Program	8	17	16	7	13	19							80
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		4	1		1								6
Expedited Passenger Screening Program - Other	8	12	15	7	12	19							73
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missed		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown		1				2							3
Patdown - Flyer						2							2
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling				3	2								5
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Screening	3	1	3			1							8
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	3	1	1										5
Screening - Retrieving Abandoned/Confiscated Items				1		1							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
BWI	156	146	167	185	177	191	103	131	124	130	189	125	1,824
2019				41	41	54	69	73	57	63	85	47	530
Advanced Imaging Technology (AIT)				1						1			2
Advanced Imaging Technology (AIT) - Flyer				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 Discrimination				2	1	1	2	1	2	1	1		11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						2	3
Civil Rights - Transgender Screening							1						1
Customer Service				9	13	19	18	9	8	8	18	9	111
Customer Service - Others					1	1			1	1	1		5
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 - Damaged/Missing Items--Carry-on Luggage					1			2	1	1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	9	5	7	11	8	15	13	10	86
Mishandling of Passenger Property - Disarrayed 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 Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				2						1	5	1	9
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1		1	2	1	5
Persons w/ Disabilities (PWD) - Service Animals							1				1		2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1		1			3
Property - Special Handling				11	8	9	11	14	16	13	14	8	104
Property - Special Handling - Damaged Items - Carry-On				2	3	3	2	1				1	12
Property - Special Handling - Damaged Items - Checked				3	1	2	6	4	4	6	2	2	30
Property - Special Handling - Missing Items - Carry-On				1	1	1	1	3	2	3	2	1	15
Property - Special Handling - Missing Items - Checked				5	3	3	2	6	10	4	10	4	47
Request for Assistance					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/Confiscated 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 Discrimination	1		1	3	3			1	1			2	12
Civil Rights - Sex/Gender/Gender Identity	1			1	1					2			5
Customer Service	17	8	15	5	8	1	1	1	2	2	6	3	69
Customer Service - Others			1	1									2
Customer Service - TSO	17	8	14	4	8	1	1	1	2	2	6	3	67
Locks	2	1	7	3	1				2	4	3	3	26
Locks - Missing or Damaged Lock	2	1	7	3	1				2	4	3	3	26
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	6	6	20	9	14	3	1	2	2	3	4	2	72
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		3			2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	14	9	13		1	1	1	2	4	2	53
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1											1
Mishandling of Passenger Property - Disarrayed Items--Checked	2	2	3			1	1		1				11
Patdown	3	1		3	3	1							11
Patdown - Flyer	3			2	2								7
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer		1			1	1							3
Persons w/ Disabilities (PWD)	6	5	2	2	2	2		1	3	2	1	2	26
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1								1			2
Persons w/ Disabilities (PWD) - Diabetes	1								1				2
Persons w/ Disabilities (PWD) - General	2	1							1			1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1								1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	2										3

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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
Persons w/ Disabilities (PWD) - Service Animals				1						1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2											2
Persons w/ Disabilities (PWD) - Wheelchair	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 Items	1	1	5		2	1				2			12
Property - Special Handling - Damaged Items - Carry-On	5	6	1	2	3		2		1	2	3	6	31
Property - Special Handling - Missing Items	3		2	2	1			1		1	1	1	12
Property - Special Handling - Missing Items - Carry-On	5	3	6	13	5	5	1	1			4	2	45
Request for Assistance		2											2
Request for Assistance - Other		1											1
Request for Assistance - Wounded Warrior (MSIJSO)		1											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	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 Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Claims								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										1
Customer Service - Others			1			1							2
Customer Service - TCC			1										1
Customer Service - TSO	9	1	6	7	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 - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD							1		2	1	1		5
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program								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 Employees - Opt In								1			1	1	3
Identification (ID) Requirements			1						1	1	1	1	5
Identification (ID) Requirements - Domestic			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 - Damaged	1	1			1					1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	4	3	5	2			5		2	2		28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					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 Spectrum					1					1			2
Persons w/ Disabilities (PWD) - Diabetes				1							1		2
Persons w/ Disabilities (PWD) - General			1								1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1		1			1		2			1	6
Prohibited & Permitted Items			2	2				2		1	1	1	9
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Lighters/Matches												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1	1							1		3
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	5	5	2	1	3	2	1	5	7	6	7	1	45
Property - Special Handling - Damaged Items - Carry-On		1							4	1	1		7
Property - Special Handling - Damaged Items - Checked		3	1		1	2		2	2	2		1	14
Property - Special Handling - Missing Items - Carry-On				1				1		1	5		8
Property - Special Handling - Missing Items - Checked	5	1	1		2		1	2	1	2	1		16
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	3	3			3	7	2	7	12	4	4	3	48

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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
Screening - Children					1								1
Screening - Inconsistency	1					2	1	2	4			1	11
Screening - International Screening												1	1
Screening - Lengthy Lines						2		1	1				4
Screening - Procedures/Process	2	3			2	3	1	4	7	4	4	1	31
2022	71	90	72	70	74	90							467
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2		2			2							6
Civil Rights - Not Specified						1							1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	2		1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims				1									1
Claims - Status				1									1
Customer Service	15	8	5	4	6	7							45
Customer Service - TSO	15	8	5	4	6	7							45
Expedited Passenger Screening Program	42	60	52	50	54	63							321
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD		1	1	1		3							6
Expedited Passenger Screening Program - Over 75					1								1
Expedited Passenger Screening Program	3	9	1	2	4	1							20
Expedited Passenger Screening Program	38	50	48	47	47	58							288
Expedited Passenger Screening Program	1		2		2								5
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	1		1	2	1								5
Locks - Missing or Damaged Lock	1		1	2	1								5
Lost and Found		1	1	1		2							5
Lost and Found - Airport/TSA		1	1	1		2							5
Mishandling of Passenger Property	4			1		1							6
Mishandling of Passenger Property - Damaged/Missed	2												2
Mishandling of Passenger Property - Damaged/Missed	2					1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction			2	2	3	1							8
No Jurisdiction - Refer to CBP					3								3
No Jurisdiction - Refer to Other			2	2		1							5
Patdown	2	1				4							7
Patdown - Flyer	2	1				4							7
Persons w/ Disabilities (PWD)	3	2	1	1	1	1							9
Persons w/ Disabilities (PWD) - Cancer (general) Not		2	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	1	6	1	3	4	8							23
Property - Special Handling - Damaged Items - Carry-on	1	1	1	2	1	3							8
Property - Special Handling - Damaged Items - Checked	1	1		1									3
Property - Special Handling - Missing Items - Carry-on	4				2								6
Property - Special Handling - Missing Items - Checked					1	5							6
Screening	5	6	7	4	5	1							28
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	1	2	1							7
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	4	5	4	3	2								18
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact 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
BZN	10	13	12	14	12	25	8	7	10	12	16	10	149
2019				1		6	4	4	4	5	5		29
Civil Rights				1		1	1				1		4
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service						1	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									2				2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				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 Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening						1	1		3		2		7
Screening - Inconsistency									2				2
Screening - Procedures/Process						1	1		1		2		5
2020	4	6	4	5	3				1		1	3	27
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1		1										2
Civil Rights - Age	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1						1		1	2	5
Customer Service - TSO			1						1		1	2	5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items 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										1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1		1	1								3
Property - Special Handling	1			1	1								3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1	1								2
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2021	1	1	1	2	3	2	4	3	5	7	10	7	46
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimination					1				1				2
Customer Service		1		1	1			1		3			7
Customer Service - Others										1			1
Customer Service - TSO		1		1	1			1		2			6
Expedited Passenger Screening Program			1		1	1		1	2	2	6	7	21
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			1		1	1		1	1	2	6	6	19
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										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				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Property - Special Handling	1							2			1		4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items	1												1
Screening						1	2				1		4
Screening - Procedures/Process						1	2				1		4
2022	5	6	7	6	6	17							47
Civil Rights			1	1									2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service	1					2							3
Customer Service - TSO	1					2							3
Expedited Passenger Screening Program		5	5	4	3	15							32
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program - TSA PreC		5	5	3	3	14							30
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - Gener	1												1
Patdown	2	1	1										4
Patdown - Flyer	2	1	1										4

TSA Contact 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
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - General					1	1							2
Screening	1			1		1							3
Screening - Children						1							1
Screening - Procedures/Process	1			1									2

TSA Contact 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
CAE	12	8	16	23	20	23	12	7	22	14	14	12	183
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 Items--Checked Back				1			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/Masks											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									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					2
Screening - Procedures/Process							1		3	2	2		8
Screening - Security Breach										1		1	2
2020	5	5	7	7	3	7			1	2		3	40
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	1	1	2	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/Missing Items - Checked		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			8
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked		1	1	1		1				1			6
Screening	1		2	1									5
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process			2										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			2	1	6
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck				1				1			2	1	5
Mishandling of Passenger Property	1			1		1	1						4
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1			1		1	1						4
Patdown							1			1	2		4
Patdown - Flyer										1	2		3
Patdown - Flyer as Observer							1						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 - Checked		1							1				2
Screening						1			1				2
Screening - Procedures/Process						1			1				2
2022	5	1	8	8	14	8							44
Civil Rights	1		2		1	1							5
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1		1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1		1	2	2	2							8
Customer Service - TSO	1		1	2	2	2							8
Expedited Passenger Screening Program	2	1	5	3	7	3							21
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	2	1	5	1	7	3							19
No Jurisdiction				1	1								2
No Jurisdiction - No Referral				1									1

TSA Contact 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
No Jurisdiction - Refer to Other					1								1
Patdown				1	1								2
Patdown - Flyer				1									1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1		1							2
Persons w/ Disabilities (PWD) - General				1		1							2
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening		1				1	1						3
Screening - Procedures/Process		1				1	1						3

TSA Contact 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
CAK	5	7	3	3	5	10	5	4	2	6	4	9	63
2019				2	1	1	3	1	2	3	2	6	21
Customer Service												1	1
Customer Service - TSO											1		1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				1		1	1		1	1		2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1		1	1		2	7
Patdown							2					1	3
Patdown - Flyer							2					1	3
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling										2		2	4
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening					1			1				1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process					1			1					2
2020		3			1	3		2				1	10
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service		1			1	1							3
Customer Service - TSO		1			1	1							3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1						1					2
Property - Special Handling - Missing Items - Checked		1						1					2
Screening						1							1
Screening - Crew Member or Airline Employee						1							1
2021	2	2			1	1	2	1		3	2	2	16
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1			1	1	2	5
Expedited Passenger Screening Program - TSA PreCheck							1			1	1	2	5
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
No Jurisdiction								1					1
No Jurisdiction - No Referral								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	2							1				4
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											2
Screening	1												1
Screening - Traveling with Cash	1												1
2022	3	2	3	1	2	5							16
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	2		2	5							13
Expedited Passenger Screening Program - TSA Appl		2				1							3
Expedited Passenger Screening Program	2		2		2	4							10
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			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
CDB			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
CDC	3		1	1		4	1	1				1	12
2019							1					1	1
Customer Service							1					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 Item	1												1
2021	1					1		1				1	4
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1					1
Screening - Procedures/Process								1					1
2022			1	1		3							5
Expedited Passenger Screening Program				1		3							4
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						3							3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			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
CDV	1				1			2				1	5
2019								2				1	2
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								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 Items - Checked												1	1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact 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
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 - Damaged/Missing Items--Checked Baggage					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 PreCheck									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 Disability (N		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		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
CEZ	1			1	1	1							4
2019					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (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 - Damaged/Missing Items--Carry-on Lug				1									1
2022	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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
CGI	1	1		1		2		1		1		1	8
2019						1		1					2
Civil Rights						1		1					2
Civil Rights - Racial Profiling or Discrimination						1		1					2
2020	1	1								1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - 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 - Damaged/Missing Items--Checked Baç				1									1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact 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
CHA	9	10	10	7	6	9	7	7	8	9	6	6	94
2019				2	6	3	4	3	4	2	3	2	23
Customer Service				1		1			1	1		1	5
Customer Service - TSO				1		1			1	1		1	5
Mishandling of Passenger Property							1	2			2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1			1		3
Patdown								1	2				3
Patdown - Flyer								1	2				3
Persons w/ Disabilities (PWD)						1	1			1			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling						1	1		1				3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening				1			1				1	1	4
Screening - Procedures/Process				1								1	2
Screening - Security Breach							1				1		2
2020	2	4	1		2		1	1	1	1	2		15
Civil Rights	1						1			1			3
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service		1			1						1		3
Customer Service - TSO		1			1						1		3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling		1			1			1					3
Property - Special Handling - Damaged Items - Check		1						1					2
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2021	1	1				3	2	3	3	6	1	4	24
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program						2		2	2	4	1	3	14
Expedited Passenger Screening Program - TSA PreCheck						2		2	2	4	1	3	14
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling		1					1	1					3
Property - Special Handling - Damaged It		1					1	1					3
Screening										1		1	2
Screening - Procedures/Process										1		1	2
2022	6	5	9	5	4	3							32
Customer Service	1	1	2										4
Customer Service - TSO	1	1	2										4
Expedited Passenger Screening Program	2	4	6	3	4	2							21
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program	2	4	6	3	3	2							20
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling				2									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening		2	1										3
Screening - Inconsistency		1											1
Screening - Procedures/Process		1	1										2

TSA Contact 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
CHO	12	7	7	13	11	12	5	4	6	11	10	8	106
2019				5	2	2	4	3	1	4	5	4	30
Civil Rights					1		1				1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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 - Damaged/Missing Items--Checked Baggage							1			2		1	4
Patdown				1		1		1	1				4
Patdown - Flyer				1		1		1	1				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Property - Special Handling				2				1		2			5
Property - Special Handling - Damaged Items - Checked				1						1			2
Property - Special Handling - Missing Items - Checked				1					1		1		3
Screening						1	2	1		1	2	2	9
Screening - Inconsistency							1						1
Screening - Procedures/Process						1	1	1		1	2	2	8
2020	2	4	3	3	2					2	2	2	20
Civil Rights				1									1
Civil Rights - Constitutional Rights				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			1							1			2
Mishandling of Passenger Property - Damaged/Missin			1							1			2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)						1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling			1		3						2	1	7
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					3						1	1	5
Screening	1		1										3
Screening - Procedures/Process	1		1										3
2021	4		2		1	1	1	1	5	5	3	2	25
Civil Rights										1			1
Civil Rights - Transgender Screening										1			1
Customer Service			1						2		1		4
Customer Service - TCC			1										1
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program									1	2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck									1	2	1	1	5
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Disa	1						1						2
Patdown						1				1			2
Patdown - Flyer										1			1
Patdown - General						1							1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling	2		1						1	1			5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1					1				2
Property - Special Handling - Missing Item	1									1			2
Screening	1						1		1		1		4
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process	1						1				1		3
2022	6	3	2	5	6	9							31
Civil Rights		1				2							3
Civil Rights - Age		1											1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Race						1							1
Customer Service		1		1		1							3
Customer Service - TSO		1		1		1							3
Expedited Passenger Screening Program	4	1	1	3	6	4							19
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	1	1	3	6	4							18
Locks													1
Locks - Missing or Damaged Lock													1
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Screening	1			1									2
Screening - Inconsistency				1									1
Screening - Procedures/Process	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
CHS	45	39	35	52	36	66	32	34	27	27	42	48	483
2019				8	3	9	20	14	11	16	12	15	108
Civil Rights								2			1		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening								1					1
Customer Service					1		3	1		2	2		9
Customer Service - TSO					1		3	1		2	2		9
Locks				1		1	2	1		2	1	1	9
Locks - Missing or Damaged Lock				1		1	2	1		2	1	1	9
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				1		3	4	3	3	4	4	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		3	3	3	3	4	3	4	24
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				2		1	1	2		2	1	1	10
Patdown - Flyer				1		1	1	1		2	1	1	8
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Property - Special Handling					2	2	8	2	3	2	2	3	24
Property - Special Handling - Damaged Items - Carry-On						1	1				1		3
Property - Special Handling - Damaged Items - Checked					1		1	1	1	2	1	1	8
Property - Special Handling - Missing Items - Carry-On							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/Confiscated 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				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 - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	3	1	2	3		1	1	1		1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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 Disability (Not Wheelchair or Scooter)						1				1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1			1									2
Property - Special Handling	2		2	7		1		1	1	1	2	1	18
Property - Special Handling - Damaged Items - Carry-On				2		1							4
Property - Special Handling - Damaged Items - Checked			2	1							1		4
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	1			3				1	1	1	1		8
Screening	1	3	1	4									3
Screening - Procedures/Process	1	3	1	4									12
2021	3	6	3	2	3	7	11	17	14	6	28	25	125
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights		1					2	1					4
Civil Rights - Racial Profiling or Discrimination		1					1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Customer Service		3	2	1	2	1	3	4			7	1	24
Customer Service - Others					1								1
Customer Service - TSO		3	2	1	1	1	3	4			7	1	23
DHS TRIP											1		1
DHS TRIP - Status											1		1
Expedited Passenger Screening Program			1			3	2	5	8	3	15	17	54
Expedited Passenger Screening Program - DoD						1			1				2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck			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 - Damaged/Missing Items--Carry-on Luggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1		1								1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1										1		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
Patdown - Flyer	1										1		2
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Lighters/Matches												1	1
Property - Special Handling							1	4	4		2	2	13
Property - Special Handling - Damaged Items - Carry-On							1	2	1		1	1	6
Property - Special Handling - Damaged Items - Checked								1	1			1	3
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked									1	1			2
Screening	1				1	3	2	2	1	2		2	14
Screening - Inconsistency										1		1	2
Screening - Procedures/Process	1				1	2	2	2	1	1		1	11
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	28	23	18	23	22	42							156
Civil Rights													2
Civil Rights - Race													2
Customer Service	3	3	1	1	1								9
Customer Service - TSO	3	3	1	1	1								9
Expedited Passenger Screening Program	21	17	13	15	20	28							114
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1			1		1							3
Expedited Passenger Screening Program - TSA Appl		2	2		1								5
Expedited Passenger Screening Program	20	14	11	14	19	27							105
Locks				1									2
Locks - Missing or Damaged Lock			1										2
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property		2				2							4
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)	1	1			1	3							6
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items	1			1									2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	1		1	5		2							9
Property - Special Handling - Damaged It	1			3		2							6
Property - Special Handling - Damaged Items - Checked			1	2									3
Screening	1		1	2		2							6
Screening - Inconsistency				1									1
Screening - Procedures/Process	1		1	1		2							5

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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
CID	6	11	10	6	10	21	2	4	8	6	3	10	97
2019					1		1	2	4	3	1	4	16
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										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 - Damaged/Missing Items--Checked Baggage												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2020	3	1	4	1	4	1						1	15
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				2	2							1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--C			2		2								4
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling	1	1	1		1	1							5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items	1	1			1	1							4
2021		2	1	1	1	1	1	2	4	3	2	5	23
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									3	2	2	4	11
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	2	2	4	10
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missii		1					1						2
No Jurisdiction			1	1									2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other			1										1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2022	3	8	5	4	4	19							43
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16							39
Expedited Passenger Screening Program - TSA Appl		1	1	1		1							4
Expedited Passenger Screening Program	3	6	4	3	4	15							35
Screening		1				2							3
Screening - Procedures/Process		1				1							2
Screening - Retrieving Abandoned/Confiscated Items						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
CIU	1		3		2	2	2	1	1		3	2	17
2019					1	1	1	1	1		2	1	8
Mishandling of Passenger Property						1	1	1			1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1				1	3
Property - Special Handling					1				1		1		3
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Checked											1		1
2020			3				1						4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--C				2									2
Screening							1						1
Screening - Procedures/Process							1						1
2021	1					1					1	1	4
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening		1											1
Screening - Procedures/Process		1											1
2022						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						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
CKB	1	1			2	2	1	1		1		1	10
2019					1		1			1		1	4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked							1			1			2
2020	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2021						2		1					3
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
2022		1			1								2
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program - TSA PreC		1			1								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
CLE	77	73	93	100	126	142	45	63	65	82	70	72	1,008
2019				21	13	15	25	40	30	27	23	18	212
Civil Rights				2	2		1	2	2	2			11
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear					1								1
Civil Rights - Racial Profiling or Discrimination				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	3	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 Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	1	2	3	9	6	7	4	4	44
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1	1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1						1	1		3
Patdown				1	1	2	1	3	2	2	5	1	18
Patdown - Flyer					1	1		3	2	2	4	1	14
Patdown - Non-Flyer				1		1	1				1		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
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	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
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach							1						1
2020	18	19	23	14	18	8	3	3	4	17	10	16	153
Civil Rights							1				1		2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	2	5	6		2	1				2	5	1	24
Customer Service - Others		1											1
Customer Service - TSO	2	4	6		2	1				2	5	1	23
Locks	1	2	1	1		1							6
Locks - Missing or Damaged Lock	1	2	1	1		1							6
Lost and Found													2
Lost and Found - Airport/TSA													2
Mishandling of Passenger Property	4	2	7	4	5	4		1		2		4	33
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1		1	2					1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	5	1	2	4		1		1		3	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1		2	2	1							1	7
Patdown		1		1	3								5
Patdown - Flyer		1		1	3								5
Persons w/ Disabilities (PWD)	1	2		1					2	1			7
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	7	4	4	6	2		2		2	8	2	9	46
Property - Special Handling - Damaged Items - Carry-On	1	1	1									1	4
Property - Special Handling - Damaged Items - Checked	3		1		1		1			3	1		10
Property - Special Handling - Missing Items - Carry-On				1			1					1	3
Property - Special Handling - Missing Items - Checked	3	3	2	5	1				2	5	1	7	29
Request for Assistance													1
Request for Assistance - Other													1
Screening	3	3	3	1	5	2		2		3	2	2	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process	2	3	1	1	2	2		2		2	2	2	19
Screening - Retrieving Abandoned/Confiscated Items	1		1										2
2021	9	7	7	9	10	13	17	20	31	38	37	38	236

TSA Contact 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
Civil Rights				1				1	1	1	1	1	6
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination									1	1		1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		5	1	1	3	1	3	9	7	3	2	37
Customer Service - Others					1								1
Customer Service - TSO	2		5	1		3	1	3	9	7	3	2	36
Expedited Passenger Screening Program				1	3	4	9	12	11	21	25	33	119
Expedited Passenger Screening Program - TSA Application Program				1	1			1	2		1		6
Expedited Passenger Screening Program - TSA PreCheck					2	4	9	11	9	21	24	32	112
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	2	3		1	3		1		2	1	1		14
Mishandling of Passenger Property - Damaged/Missi		1			1		1		1				4
Mishandling of Passenger Property - Dam	2	2		1	2				1	1			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction				1							1		2
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other				1									1
Patdown									1	3	1	1	6
Patdown - Flyer									1	3	1	1	6
Persons w/ Disabilities (PWD)			1						1		1		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Chemical/Household Products										1			1
Property - Special Handling	4				1	3	3	4	3	2	1		21
Property - Special Handling - Damaged Items - Carry-On							1	2	1		1		5
Property - Special Handling - Damaged Items - Checked						2	1			1			4
Property - Special Handling - Missing Items - Carry-On							1	2	2	1			6
Property - Special Handling - Missing Item	4				1	1							6
Screening	1	3	1	4	2	2	2		3	2	4	1	25
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1	3		4	1	2	2		3	1	3	1	21
2022	50	47	63	56	85	106							407
Airline			1	1									2
Airline - Policy/Regulations/Service			1	1									2
Civil Rights		1	2			1							4
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Claims				1									1
Claims - General				1									1
Customer Service	4	4	4	2	2	4							20
Customer Service - TSO	4	4	4	2	2	4							20
Expedited Passenger Screening Program	34	36	51	47	77	93							338
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	1	7	3	4	2	2							19
Expedited Passenger Screening Program	33	29	47	43	75	90							317
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Identification (ID) Requirements	1							1					2
Identification (ID) Requirements - Domestic								1					1
Identification (ID) Requirements - ID Match	1												1
Locks	1												1
Locks - General	1												1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown	2	1	1				1						5
Patdown - Children							1						1
Patdown - Flyer	2	1	1										4
Persons w/ Disabilities (PWD)	2		1	2		1							6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	2	3	1		2	3							11
Property - Special Handling - Damaged It	1	1				1							3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke	2	1			2	2							7
Screening	4	2	1	2	4	1							14
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	3	1			2	1							7
Screening - Retrieving Abandoned/Confis	1		1	1	1								4

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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
CLL	2	3		3	2	1			4	1		4	20
2019									2			4	2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									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) - Flyer									1				1
Customer Service													1
Customer Service - TSO													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening	1			1									3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1												2
2021		1		1		1			1	1		2	7
Civil Rights									1				2
Civil Rights - Racial Profiling or Discrimination													1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													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 - TSA PreC		1											1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Screening				1									1
Screening - Procedures/Process				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
CLT	169	139	164	182	196	201	82	128	140	167	172	131	1,871
2019				33	40	39	50	72	67	73	61	47	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 Discrimination				2		1		1	3	3	1	1	12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				2	2	1	6
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				5	7	10	7	9	9	12	15	7	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 - Domestic							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 - Damaged/Missing Items--Carry-on Luggage							3	1	1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	7	8	9	13	13	14	9	8	90
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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 Cancer									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1			1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										2			2
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General								1				1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1						1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2	1	1	1		1		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1	1	2			5
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling				8	11	9	9	19	11	18	6	9	100
Property - Special Handling - Damaged Items - Carry-On				1		1	2	1	1	1			7
Property - Special Handling - Damaged Items - Checked				7	3	4	3	6	5	6	3	1	38
Property - Special Handling - Missing Items - Carry-On					2	1		2	3		1	2	11
Property - Special Handling - Missing Items - Checked				6	3	4	4	10	2	11	2	6	44
Screening				8	6	5	10	16	14	15	17	11	102
Screening - Inconsistency										1	1	2	4
Screening - Lengthy Lines				1	1	1		1	3	5	1		13
Screening - Procedures/Process				6	4	4	10	15	11	8	14	7	79
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach				1	1							2	4
2020	60	39	66	68	55	28	5	9	11	28	32	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 Discrimination	2	1		1		1			1	2		1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2											2
Civil Rights - Sexual Orientation - Not Transgender								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 - Damaged/Missing Items--Carry-on Luggage	2		1		1					1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	8	6	12	16	16	7	2		1	2	6	8	84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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 Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability	1			1									2
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				3
Persons w/ Disabilities (PWD) - General	1		1	1								1	4

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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
Persons w/ Disabilities (PWD) - Medically Necessary		1			2							1	4
Persons w/ Disabilities (PWD) - Mobility [2		3	1	1								7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1									1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/	1	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 Items - Carry	1	1									1		3
Property - Special Handling - Damaged It	2	3	1	5	4		1		1	2	7	4	30
Property - Special Handling - Missing Item	1	1	4	2	1	1		1		3			14
Property - Special Handling - Missing Item	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/Confiscated Items					1								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 Discrimination			1		1	2			2	1	2		9
Claims						1							1
Claims - General						1							1
Customer Service	2	7	6	9	6	2	9	7	7	13	11	2	81
Customer Service - CSM								1					1
Customer Service - Others								1					1
Customer Service - TSO	2	7	6	9	6	2	9	5	7	13	11	2	79
Expedited Passenger Screening Program					2	6	4	18	27	32	47	38	174
Expedited Passenger Screening Program - DoD									1	1	1		3
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program								2	4	1	1	2	10
Expedited Passenger Screening Program - TSA PreCheck					2	6	4	16	22	29	44	35	158
Expedited Passenger Screening Program - TSA/DHS Employees - Opt 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 - Domestic								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 - Damaged/Missing Items--Carry-on Luggage							1	1		1			3
Mishandling of Passenger Property - Dam	6	4	2		2	1	2	1		2		1	21
Mishandling of Passenger Property - Disa	1		1	1				2	1				6
No Jurisdiction									2		1	2	5
No Jurisdiction - Refer to CBP												1	1
No Jurisdiction - Refer to Department of State												1	1
No Jurisdiction - Refer to Other									2		1		3
Patdown					1	1	1			2	3	1	9
Patdown - Flyer					1	1	1			2	3	1	9
Persons w/ Disabilities (PWD)			1	3	1	3		3	3	2	1	1	18
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General			1	1									2
Persons w/ Disabilities (PWD) - Hearing Impairment				1		1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								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) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						2		1	1				4
Persons w/ Disabilities (PWD) - Service Animals				1				1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items								1	1	1	2	1	6
Prohibited & Permitted Items - Alcohol and Tobacco											1	1	2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1	1				2
Property - Special Handling	14	2	1		1	7	4	5	5	7	4	3	53
Property - Special Handling - Damaged Items - Carry-On						1	1	2	4	1	3	1	13
Property - Special Handling - Damaged It	4	1	1		1	2		2	1	2			14
Property - Special Handling - Missing Items - Carry-On						1	1			1	1	2	6
Property - Special Handling - Missing Item	10	1				3	2	1		3			20
Screening	7	4		3	2	4	5	6	9	5	5	3	53
Screening - Inconsistency					1	3	1			1	3	2	11
Screening - Lengthy Lines							1	2	3				6
Screening - Procedures/Process	7	4		3	1	1	3	4	6	4	2	1	36
TWIC								1					1
TWIC - General								1					1
2022	78	83	85	64	84	104							498
Airline					1								1
Airline - Policy/Regulations/Service					1								1

TSA Contact 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
Civil Rights	2	1	2		1								6
Civil Rights - Racial Profiling or Discrimination	2	1	2										5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	9	12	15	4	3	8							51
Customer Service - CSM			1										1
Customer Service - TSO	9	12	14	4	3	8							50
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	44	58	48	49	68	84							351
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	2	10	2	4	5	1							24
Expedited Passenger Screening Program	42	47	46	44	63	83							325
Expedited Passenger Screening Program - TSA/DHS			1										1
Identification (ID) Requirements	2	1		1		2							6
Identification (ID) Requirements - Domestic	2	1		1		1							5
Identification (ID) Requirements - Real ID						1							1
Locks	1		1										2
Locks - Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged	1												1
No Jurisdiction	2	2				1							5
No Jurisdiction - No Referral	1	1											2
No Jurisdiction - Refer to CBP		1				1							2
No Jurisdiction - Refer to Other	1												1
Patdown	1	1			1	1							4
Patdown - Flyer	1				1	1							3
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	5	4	1	1								16
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1									4
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Devices	1	1											2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchairs	1		1										2
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Food/Beverages	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	1		1	5	5	2							14
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked				1	1								2
Property - Special Handling - Missing Items - Carry-On			1		3	1							5
Property - Special Handling - Missing Items - Checked	1			3		1							5
Screening	7	3	13	4	4	6							37
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1	4	1		1							7
Screening - International Screening					1								1
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process	6	2	8	2	2	4							24
Screening - Retrieving Abandoned/Confiscated Items				1	1								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
CMH	82	60	74	72	71	102	32	50	43	54	52	42	734
2019				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 Discrimination								1	2	1	2	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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 - Damaged/Missing Items--Carry-on Luggage										2	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	3	4	1	4	1	3	3	5	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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 /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	1					1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1					1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				3	2	4	4	6	4	5	3	2	33
Property - Special Handling - Damaged Items - Carry-On						1			2		1		4
Property - Special Handling - Damaged Items - Checked				1		1	1	2		1	1	1	8
Property - Special Handling - Missing Items - Carry-On											1	1	2
Property - Special Handling - Missing Items - Checked				2	2	2	3	4	2	4			19
Screening				2	1	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	32	22	25	12	1	6	4	11	10	7	182
Civil Rights	3		2			1					2		8
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination	1										1		2
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity	1		1										2
Civil Rights - Transgender Screening	1					1							2
Customer Service	7	2	4	3	7	2		1		3	1	1	31
Customer Service - Others			1		1								2
Customer Service - TSO	7	2	3	3	6	2		1		3	1	1	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic						1							1
Locks	3		1	2					1				7
Locks - Missing or Damaged Lock	3		1	2					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 - Damaged/Missing Items--Carry-on			1	2	1	1							5
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1	3	3	3	5		1	2	1	1	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2							1	2		5
Patdown	4	3	1		2			1				1	12
Patdown - Children					1								1
Patdown - Flyer	4	3	1		1			1				1	11
Persons w/ Disabilities (PWD)	1	5	3	2	3					3	2		19
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (diagnosis)	1												1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Diapers		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) - Metal Implants (joint)		1			1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1	2		1						2		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	8	5	8	9	5	2	1	2	1	1		2	44
Property - Special Handling - Damaged Items - Carry-On	1		1	2	1								5
Property - Special Handling - Damaged Items - Checked	2	4	3					2	1			1	13
Property - Special Handling - Missing Items - Carry-On	3		1	2	2								8
Property - Special Handling - Missing Items - Checked	2	1	3	5	2	2	1			1		1	18
Screening	7		7	1	3	1		1		1	2	2	25
Screening - Inconsistency													1
Screening - Procedures/Process	7		7	1	2			1		1	1	1	21

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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
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach					1	1							2
2021	18	6	3	4	2	6	9	21	20	24	24	14	151
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2				1		1	1	1	2		10
Civil Rights - Racial Profiling or Discrimination	2	1				1							4
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1						1					2
Civil Rights - Transgender Screening										1	2		3
Customer Service	6	2	1		1	2	2	4	2	6	3	3	32
Customer Service - TSO	6	2	1		1	2	2	4	2	6	3	3	32
Expedited Passenger Screening Program				1			1	4	7	9	12	7	41
Expedited Passenger Screening Program - TSA Application Program								1	1	1	3	3	9
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	6	8	9	4	32
Flying Armed			1										1
Flying Armed - General			1										1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic				1							1		2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	6	1	1							1	1	1	11
Mishandling of Passenger Property - Damaged	2	1									1		4
Mishandling of Passenger Property - Damaged/Carry-on	3									1		1	5
Mishandling of Passenger Property - Disarrayed	1		1										2
Patdown	1						1	1	2				6
Patdown - Flyer	1						1	1	2				6
Persons w/ Disabilities (PWD)						1	1	2	1	2			7
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Prohibited & Permitted Items									1		1		2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling	1			1		1	2	5	4	2	1	1	18
Property - Special Handling - Damaged Items - Carry-On						1		2	3	1			7
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items	1						1			1			3
Property - Special Handling - Missing Items - Checked				1			1	3				1	6
Screening	2	1		1	1	1	2	4	2	3	1	1	19
Screening - Inconsistency								1	2		1	1	5
Screening - Lengthy Lines				1				1					2
Screening - Procedures/Process	2	1			1	1	2	2		3			12
2022	28	38	39	35	27	61							228
Civil Rights		1		1									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening													1
Customer Service	6	9	7	4	5	8							39
Customer Service - CSM		1											1
Customer Service - TSO	6	8	7	4	5	8							38
Expedited Passenger Screening Program	16	18	23	23	17	45							142
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1		1		1	2							5
Expedited Passenger Screening Program	15	18	21	23	16	43							136
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				2							3
Mishandling of Passenger Property - Damaged/Carry-on		1				1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		1	2	3	1								7
Patdown - Flyer		1	2	3	1								7
Persons w/ Disabilities (PWD)	1		1	1	1	1							5
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1					1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	4		1	2	3							12
Property - Special Handling - Damaged Items - Carry-on		2			1	1							4
Property - Special Handling - Damaged Items - Checked	2			1		1							4
Property - Special Handling - Missing Items - Carry-on	1					1							2
Property - Special Handling - Missing Items - Checked	1				1								2
Screening	2	4	4	2	1	1							14
Screening - Children				1									1
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		3	3	1	1	1							9
Screening - Retrieving Abandoned/Confiscated Items			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
CMI													
2019		1	2		1	7	2	2	2		3	3	23
Customer Service						2	1	2				3	8
Customer Service - TSO						1		1				1	3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening									1				1
Screening - Lengthy Lines									1				1
2020					1	3	1				1		6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						2							2
Screening - Procedures/Process						2							2
2021			1			1				2		2	6
Customer Service									1		2		3
Customer Service - TSO									1		2		3
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening												1	1
Screening - Procedures/Process												1	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			1										1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							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
CMX			1		1	1	1			1		1	6
2019					1		1					1	3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked							1						1
Screening												1	1
Screening - Procedures/Process												1	1
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2022			1			1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening			1										1
Screening - Procedures/Process			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
CNY	1	2					2	2	1		1	2	11
2019							2	2	1		1	2	8
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Checked											1	1	2
Screening							1	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

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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
COD	1				1	2		4	2	4	5	3	22
2019								2	1	2	1	2	8
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening								2			1		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process								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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1								1
Screening - Procedures/Process					1								1
2021	1							2	1	1	3		8
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service										1			1
Customer Service - TSO										1			1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Carry-On											2		2
Screening								1	1		1		3
Screening - Procedures/Process								1	1		1		3
2022						2							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening						1							1
Screening - Procedures/Process						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
COS	13	31	18	22	20	31	11	13	14	22	26	18	239
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 - Damaged/Missing Items--Checked Baggage				1	1	1	1	2				2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling				1			4	1		1	2	2	11
Property - Special Handling - Damaged Items - Checked							1			1		1	3
Property - Special Handling - Missing Items - Carry-On							1				1		2
Property - Special Handling - Missing Items - Checked				1			2	1			1	1	6
Screening						1	1	2	1		1	1	7
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confiscated Items						1							1
2020	5	10	3	7	4	4	1			5	3		42
Civil Rights		1			1	1				1			4
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1							2
Customer Service	1	2								1			4
Customer Service - TSO	1	2								1			4
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	2	2	1	1			2	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	2	1	1	1			1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			2
Patdown				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	5	2	3		1				1	2		16
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked	1	2		1							1		5
Property - Special Handling - Missing Items - Carry-On	1	3	2	2		1							10
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 Discrimination									1	1			2
Civil Rights - Transgender Screening									1				1
Customer Service	1	1						3	4	1	3		13
Customer Service - TSO	1	1						3	4	1	3		13
Expedited Passenger Screening Program							1	1	3	5	4	3	17
Expedited Passenger Screening Program - TSA PreCheck							1	1	3	5	4	3	17
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1			2		3	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2		2	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1					1	3
No Jurisdiction											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 Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - General											1		1
Property - Special Handling		1			1			2		2	1	1	8
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked		1			1			1					3
Property - Special Handling - Missing Items - Carry-On										1	1		2
Property - Special Handling - Missing Items - Checked									1			1	2
Screening		1	1			1			1	2	3	2	11
Screening - Inconsistency			1								2		3
Screening - Lengthy Lines											1	1	2
Screening - Procedures/Process		1				1			1	2		1	6
2022	7	18	14	12	14	21							86
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas		1											1
Business, Suggestions, and Ideas - General		1											1
Customer Service	1	2	2			1							6

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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
Customer Service - Others	1												1
Customer Service - TSO		2	2			1							5
Expedited Passenger Screening Program	4	11	8	9	8	20							60
Expedited Passenger Screening Program - DoD		1			1	2							4
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	4	8	7	9	7	18							53
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domestic		1		1									2
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missi		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 Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On					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

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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
COU	2	5	3	8	4	5		3		4	8	3	45
2019				1	3			3		2	2	1	12
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service													1
Customer Service - TSO													1
Locks						1			1				2
Locks - Missing or Damaged Lock						1			1				2
Mishandling of Passenger Property						1					2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					2		3
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening									2				2
Screening - Procedures/Process									2				2
2020	2	1			1						1	1	6
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening	1					1					1		3
Screening - Procedures/Process	1					1					1		3
2021		1								2	5	1	9
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program										2	1		3
Expedited Passenger Screening Program - TSA PreCheck										2	1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening											1	1	2
Screening - Inconsistency												1	1
Screening - Procedures/Process											1		1
2022		3	3	7		5							18
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program			2	1	6		5						14
Expedited Passenger Screening Program - TSA Appl			1				1						2
Expedited Passenger Screening Program - TSA PreC			1	1	6		4						12
Patdown													1
Patdown - Flyer			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				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
CPR	4	1	2	1	2	4	1	3	7	3	3		31
2019						2	1	2	2		2		9
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						2	1		2				5
Screening - Lengthy Lines						1							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					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Property - Special Handling	1		1	1									3
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening											1		1
Screening - Security Breach											1		1
2021	2		1		1				4	3			11
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1		1						1				3
Customer Service - TSO	1		1						1				3
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown									2				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer									1				1
Screening						1							1
Screening - Procedures/Process						1							1
2022		1			1	2							4
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program - TSA PreC		1				2							3
Patdown						1							1
Patdown - Flyer						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
CRP	9	2	6	9	9	12	1	1	8	6	2	4	69
2019				2	9	2	1	1	5	5		2	17
Civil Rights									1	1			2
Civil Rights - Racial Profiling or Discrimination									1	1			2
Customer Service				1		1				1			3
Customer Service - TSO				1		1				1			3
Mishandling of Passenger Property									2	2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2				2
Patdown				1					1	1			3
Patdown - Flyer				1					1	1			3
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening						1	1		1			1	4
Screening - Procedures/Process						1	1		1				3
Screening - Security Breach												1	1
2020	5	1	4		2	1					2	2	17
Mishandling of Passenger Property	1		1		2						1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1					1					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2		1			1					1	1	6
Property - Special Handling - Damaged It	1											1	2
Property - Special Handling - Missing Item	1		1			1					1		4
Screening	1	1	2									1	5
Screening - Procedures/Process	1	1	2									1	5
2021	2			1	3			1	3	1			11
Customer Service	1				2				1				4
Customer Service - TSO	1				2				1				4
Expedited Passenger Screening Program					1			1		1			3
Expedited Passenger Screening Program - TSA PreCheck					1			1		1			3
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2022	2	1	2	6	4	9							24
Civil Rights			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1		1	4	1	5							12
Expedited Passenger Screening Program - TSA Application Program				1	1	1							3
Expedited Passenger Screening Program	1		1	3		4							9
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Patdown					1	2							3
Patdown - Flyer					1	2							3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening				2									2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				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
CRW	2	1	5	1	6	4		3	2	4	8	3	39
2019				1	6	1		2	1	2	7	1	15
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property				1							1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							1	1	3
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On								1			1		2
Screening										1		2	3
Screening - Procedures/Process										1		2	3
2020		1	2		2				1	1		1	8
Customer Service			1										1
Customer Service - TSO			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
Patdown - Flyer							1						1
Property - Special Handling							1			1			2
Property - Special Handling - Missing Items - Checked							1			1			2
2021	1		1			2		1		1	1	1	8
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Expedited Passenger Screening Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck								1			1		2
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Dam		1					1						2
Screening				1			1					1	3
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process												1	1
2022	1		2		4	1							8
Expedited Passenger Screening Program	1		1		4	1							7
Expedited Passenger Screening Program	1		1		4	1							7
Screening				1									1
Screening - Retrieving Abandoned/Confiscated Items				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
CSG	6	2	3	2	3	5	1		1	5	2	3	33
2019					1	2				3	1	3	7
Customer Service					1	2				3	1	3	3
Customer Service - TSO					1					2			3
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 Items - Checked							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2020	2		2	1		1					1		7
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 - Disarrayed Items--Carry-on				1									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	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program									1	2		2	5
Expedited Passenger Screening Program - TSA PreCheck									1	2		2	5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Check			1										1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1									1
Screening - Lengthy Lines				1									1
2022	3	1		1	2	2							9
Expedited Passenger Screening Program	3	1		1	2	2							9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1		1	2	2							8

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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
CVG	64	51	61	67	55	80	22	30	49	50	53	39	621
2019				11	9	8	10	12	16	18	19	12	115
Civil Rights							2	1	1	1		1	6
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Customer Service				1	1	3		1		2	4	1	13
Customer Service - Others						1					1		2
Customer Service - TSO				1	1	2		1		2	3	1	11
Identification (ID) Requirements									1				1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues									1				1
Locks				1	2	1	2	1	2	1	2		12
Locks - Missing or Damaged Lock				1	2	1	2	1	2	1	2		12
Mishandling of Passenger Property				2		1	2	3	1	2	6	4	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		1	1	3	1	1	2	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	2	1	4
Patdown				1					2	1	3	1	8
Patdown - Flyer				1					2		3	1	7
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1		1			2		1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1					1	2
Property - Special Handling				3	3	3	2	2	2	6	1	4	26
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				2		1						1	4
Property - Special Handling - Missing Items - Carry-On										1		3	4
Property - Special Handling - Missing Items - Checked				1	3	2	2	2	1	5	1		17
Request for Assistance					1			1			1		3
Request for Assistance - Other					1			1			1		3
Screening				3	1		1	3	7	3	2		20
Screening - Inconsistency									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				2			1	2	6	1	2		14
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach								1		1			2
2020	8	15	12	9	9	7		3	3	10	6	7	89
Civil Rights	1			1						3	1		6
Civil Rights - Racial Profiling or Discrimination	1			1						3			5
Civil Rights - Transgender Screening											1		1
Customer Service	1	4	4		1				1			1	12
Customer Service - Others			1										1
Customer Service - TSO	1	4	3		1				1			1	11
Locks		2		2				1		1			6
Locks - Missing or Damaged Lock		2		2				1		1			6
Mishandling of Passenger Property	2	1	2	3	2	2	2	1	1	2	1	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	2	1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	2	2	2	2	2			2	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)	2		1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility Device	1												1
Property - Special Handling	2	4	3	1	1	2				2	2	1	18
Property - Special Handling - Damaged Items - Carry-On			1									1	2
Property - Special Handling - Damaged Items - Checked	2		2	1	1						1		7
Property - Special Handling - Missing Items - Carry-On		2				1				2			5
Property - Special Handling - Missing Items - Checked	2			1		1					1		4
Screening		4	2	1	5	2		1	1	2	1	1	20
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1	2						1		4
Screening - Procedures/Process		4	2		3			1		1		1	12
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach									1				1
Screening - Traveling with Cash										1			1
2021	11	3	2	4	2	9	12	15	30	22	28	20	158
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
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination	1								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
Customer Service - TSO	2					1	1	3	3	5	4	1	20
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program						5	6	4	12	9	20	14	70
Expedited Passenger Screening Program - TSA Application Program						2			1		2	3	8

TSA Contact 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
Expedited Passenger Screening Program - TSA PreCheck						3	6	4	11	9	18	11	62
Locks								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	4	1			2		2	4	4			1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2				1			2					5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1			1		1	1	4				10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1				1	1
No Jurisdiction								1					1
No Jurisdiction - Refer to CBP								1					1
Patdown						1			1	1			3
Patdown - Flyer						1							1
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)									1			2	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Food/Beverages									1				1
Property - Special Handling	3	1		2		2			2	2	1		13
Property - Special Handling - Damaged Items - Carry-On				2					1				3
Property - Special Handling - Damaged Items - Checked Baggage	1	1					1			1			4
Property - Special Handling - Missing Items - Carry-On						1			1		1		3
Property - Special Handling - Missing Items - Checked Baggage	2									1			3
Screening	1	1	2	1				2	3	4	2		16
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines		1							1				2
Screening - Procedures/Process	1		2					2	2	4	1		12
2022	45	33	47	43	35	56							259
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights				1		1							2
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	7	1	2	2	1	3							16
Customer Service - Others	3												3
Customer Service - TSO	4	1	2	2	1	3							13
Expedited Passenger Screening Program	33	31	43	35	29	44							215
Expedited Passenger Screening Program - Active Duty		1											1
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA/DHS	2	3	5	1	1	1							13
Expedited Passenger Screening Program - TSA/DOJ	31	26	37	34	28	43							199
Expedited Passenger Screening Program - TSA/DHS		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Persons w/ Disabilities (PWD)			1	1	1								3
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	3				2	3							8
Property - Special Handling - Damaged Items - Carry-On	2				1								3
Property - Special Handling - Missing Items - Carry-On							2						2
Property - Special Handling - Missing Items - Checked Baggage	1				1	1							3
Screening	2	1		1	2	5							11
Screening - Inconsistency													1
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	2	1				3							6
Screening - Retrieving Abandoned/Confiscated Items					2								2

TSA Contact 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
CVN						1							1
2022						1							1
Customer Service						1							1
Customer Service - TSO						1							1

TSA Contact 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
CWA	5	3	2	4	4	4	2	3	3	1	1	3	35
2019					2	2		2	2	1	1	1	11
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Mishandling of Passenger Property						1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked													1
Screening									1		1		3
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process												1	2
2020	3		1	1		1	1	1				1	9
Civil Rights				1									2
Civil Rights - Age												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1										1
Customer Service - TSO			1										1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	2						1		1				4
Screening - Lengthy Lines	1								1				2
Screening - Procedures/Process	1						1						2
2021				1			1		1			1	4
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Prohibited & Permitted Items				1				1					2
Prohibited & Permitted Items - Food/Beverages				1				1					2
2022	2	3	1	2	2	1							11
Expedited Passenger Screening Program	2	1	1	2	2	1							9
Expedited Passenger Screening Program	2	1	1	2	2	1							9
Screening		2											2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1										1

TSA Contact 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
CYS	1		1		3	2		1	1	1	1	1	12
2019					1	1		1	1	1	1	1	7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Screening								1			1		2
Screening - Procedures/Process											1		1
Screening - Security Breach								1					1
2020	1				1	1							3
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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 - Damaged/Missing Items--C				1									1

TSA Contact 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
DAB	7	13	9	5	9	16	5	8	9	4	7	7	99
2019				1	1	5	4	6	2	3	2	2	26
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
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							2	1		1	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	1		1	2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown						3	1	1	1				6
Patdown - Flyer						3	1	1	1				6
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling					1			2		1			4
Property - Special Handling - Damaged Items - Checked					1			2					3
Property - Special Handling - Missing Items - Checked										1			1
Screening				1				1				1	3
Screening - Inconsistency				1									1
Screening - Procedures/Process								1				1	2
2020	2	2	4			4			2	1	2		17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									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			1					1		5
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Mishandling of Passenger Property - Dam	1		1								1		3
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						2			1				3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening										1			1
Screening - Procedures/Process										1			1
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2021	1	3	2	2	2	4	1	2	5		3	5	30
Civil Rights								1				1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Claims			1										1
Claims - General			1										1
Customer Service				1	1	1							3
Customer Service - TSO				1	1	1							3
Expedited Passenger Screening Program								1	5		3	2	11
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA PreCheck								1	5		2	2	10
Locks					1								1
Locks - General					1								1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2		1			1					1	5
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	1	1				1							3
Screening - Procedures/Process								1					1
Screening - Security Breach	1	1											2
2022	4	8	3	2	6	3							26
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	2	6	3	1	5	3							20
Expedited Passenger Screening Program - TSA Appl	2	2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3							17
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	1	1		1									3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		1											1

TSA Contact 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
DAL	75	107	93	97	89	102	50	73	57	98	86	74	1,001
2019				24	27	28	28	40	24	40	34	25	270
Civil Rights				4	1	1	1		1		1	1	10
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination				3		1	1		1		1		7
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				4	7	5	2	10	5	8	3	6	50
Customer Service - Others								1				1	2
Customer Service - TSO				4	7	5	2	9	5	8	3	5	48
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks				1			1		1	2	2		7
Locks - Missing or Damaged Lock				1			1		1	2	2		7
Lost and Found				1			1		1				3
Lost and Found - Airport/TSA				1			1		1				3
Mishandling of Passenger Property				5	6	11	8	6	3	12	7	7	65
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			3	1	1	2	2		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	4	6	6	5	3	9	5	7	49
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	2	1			1			6
Patdown				2	1	4	2	2	1	4	3	1	18
Patdown - Children					1								1
Patdown - Flyer					1	1	3	1	1	4	3	1	15
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)				1	1	2	1	5		1	3	2	16
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1						1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1					1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	2					3
Property - Special Handling				6	6	6	7	11	8	8	10	4	66
Property - Special Handling - Damaged Items - Carry-On					1					2	1	1	5
Property - Special Handling - Damaged Items - Checked					3	2	3	4	3	1	4	1	21
Property - Special Handling - Missing Items - Carry-On				1	1	1	2	1	2		3	1	12
Property - Special Handling - Missing Items - Checked				5	1	3	2	6	3	5	2	1	28
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				2	4	1	3	6	4	5	5	3	33
Screening - Inconsistency								1					1
Screening - Lengthy Lines					1				1	1		2	5
Screening - Procedures/Process				2	3		3	5	3	3	5	1	25
Screening - Security Breach							1			1			2
2020	29	42	47	39	19	21	3	2	11	18	16	17	264
Civil Rights	1		2	2		1				1	1		8
Civil Rights - Racial Profiling or Discrimination			2	1		1					1		5
Civil Rights - Sex/Gender/Gender Identity	1									1			2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	3	6	7	4	2	5				2	4		33
Customer Service - TSO	3	6	7	4	2	5				2	4		33
Locks		1	1	1	3	1	1			1		3	12
Locks - Missing or Damaged Lock		1	1	1	3	1	1			1		3	12
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	9	16	10	8	3		1	3	4	4	3	67
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	2	2	1						1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	7	12	7	5	3		1	3	4	2	2	51
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	2	1	2						1	1	9
Patdown	4	4	5	2	1	1							17
Patdown - Children				1									1
Patdown - Flyer	4	4	4	2	1	1							16
Persons w/ Disabilities (PWD)	1	4	2	1		2			1	1	1		13
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		3	1	1					1				6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1					1				1			3
Property - Special Handling	8	8	13	13	2	4	1	1	5	7	6	9	77
Property - Special Handling - Damaged Items - Carry-On	1		3	1		1			1	1			8
Property - Special Handling - Damaged Items - Checked	2	2	4	1	1				2	2	1	3	18
Property - Special Handling - Missing Items - Carry-On	2	1	1	3	1	2							12
Property - Special Handling - Missing Items - Checked	3	5	5	8	1	1	1	1	2	4	5	4	39
Screening	6	10	1	5	3	4	1		2	2		2	36
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2	2											4
Screening - Procedures/Process	3	5	1	4	3	4	1		2	2		2	27
Screening - Security Breach		3		1									4
2021	21	12	10	6	9	16	19	31	22	40	36	32	254
Civil Rights		1	2		2		1	1	1	1	1		10
Civil Rights - Civil Rights Violation (TSA Employee)			1							1			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
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination			1	1	2		1	1	1				7
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											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program						4	4	9	6	22	28	18	91
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program								1		1	3	1	6
Expedited Passenger Screening Program - TSA PreCheck						3	4	7	6	19	25	17	81
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1		1		1			3
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements							1	1					2
Identification (ID) Requirements - Domestic							1	1					2
Locks	1	1						1	1		1		5
Locks - Missing or Damaged Lock	1	1					1	1		1			5
Mishandling of Passenger Property	2	3	1	2		1		1	2			2	14
Mishandling of Passenger Property - Damaged/Missed			1										1
Mishandling of Passenger Property - Damaged	2	2	1	2		1		1	1			2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1				1			1		3
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to Other											1		2
No Subject				1									1
No Subject - General				1									1
Patdown	2		1			1		1				1	6
Patdown - Children						1							1
Patdown - Flyer	2							1				1	4
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					2		3	2			2	10
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items			1				1						2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump							1						1
Prohibited & Permitted Items - Lighters/Matches			1										1
Property - Special Handling	9	3			1	4	3	6	7	5	1		39
Property - Special Handling - Damaged Items	1	1				1		1	3	1			8
Property - Special Handling - Damaged Items - Missing	3	2				1	2		1	1	1		11
Property - Special Handling - Missing Items	3					1		1	2	1			8
Property - Special Handling - Missing Items - Damaged	2				1	1	1	4	1	2			12
Screening	4	2			3	3	5	2	1	5	1	6	32
Screening - Children						1							1
Screening - Inconsistency	1				2		2			1		2	8
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	3	1				2	3	1	1	4	1	4	20
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach		1											1
2022	25	53	36	28	34	37							213
Airline		3		1		1							5
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service		2		1		1							4
Customer Service	3	10	3	2	3	3							24
Customer Service - TSO	3	10	3	2	3	3							24
Expedited Passenger Screening Program	17	33	28	19	27	28							152
Expedited Passenger Screening Program - DoD			1			1							2
Expedited Passenger Screening Program	1		1	1	3	3							9
Expedited Passenger Screening Program	15	33	26	18	24	24							140
Expedited Passenger Screening Program	1												1
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		2											2
Mishandling of Passenger Property - Damaged/Missed		1											1
Mishandling of Passenger Property - Damaged/Missed		1											1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown	1		1	1									3
Patdown - Flyer		1	1										2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		2			1							4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1			1							2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	3	1	2	1	1	1							9
Property - Special Handling - Damaged Items	1	1	2		1	1							6
Property - Special Handling - Missing Items	1			1									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
Property - Special Handling - Missing Item		1											1
Screening			1	4	2	2							9
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	3	2	2							8

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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
DAY	16	12	8	15	15	15	12	7	9	15	7	5	136
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 Discrimination				1	1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1			2		3		1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1		2				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1		1	1	4
Property - Special Handling				1	2	3	1	3		1	1		12
Property - Special Handling - Damaged Items - Checked					2	1		1		1			5
Property - Special Handling - Missing Items - Checked				1		2	1	2			1		7
Screening					1	1	2	1	1	2			9
Screening - Inconsistency					1								2
Screening - Lengthy Lines							2						2
Screening - Procedures/Process						1		1		2			4
Screening - Retrieving Abandoned/Confiscated 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 Discrimination												1	1
Customer Service	1			1	2	1							5
Customer Service - Others	1			1									2
Customer Service - TSO					2	1							3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				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 Items - Checked	1			1						1			3
Property - Special Handling - Missing Items - Checked	1		1							1	1		4
Screening		1	1		1	1							5
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process		1				1						1	3
2021	2	2	2		1	1	3	3	3	6	2		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 PreCheck							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 - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening		1							1				2
Screening - Procedures/Process		1							1				2
2022	9	8	4	6	7	7							41
Civil Rights				1									1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Customer Service		2			1								3
Customer Service - TSO		2			1								3
Expedited Passenger Screening Program	5	4	2	5	5	6							27
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program				1	2								3
Expedited Passenger Screening Program - TSA PreCheck	5	3	2	4	3	6							23
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling	3	1											4
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening				1	1								2
Screening - Procedures/Process				1	1								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
DBQ													
2019													
Mishandling of Passenger Property			2	1			2				1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	1	2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked												1	1
2020													
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2022													
Expedited Passenger Screening Program			2	1			1						4
Expedited Passenger Screening Program - TSA PreC			1				1						2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Screening											1		1
Screening - Procedures/Process												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
DCA	174	197	199	163	210	280	86	114	140	125	174	146	2,008
2019				32	42	71	54	66	69	50	71	56	511
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											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
Civil Rights - Racial Profiling or Discrimination				1	1	1	2	1		1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2		1	1		1				5
Civil Rights - Sexual Orientation - Not Transgender										1		1	2
Civil Rights - Transgender Screening							1	1				1	3
Customer Service				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 TSA						1							1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks				2	2	5	1	1	3		4	4	22
Locks - Missing or Damaged Lock				2	2	5	1	1	3		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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1	1	2	1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	7	9	7	6	11	4	10	15	78
Mishandling of Passenger Property - Disarrayed 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 (general) Not Breast Cancer							1	1	1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /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 Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	3	1	1	1	3		2	3	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	1				1	2	1		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1					2		1		4
Property - Special Handling				2	8	6	7	13	13	7	8	8	72
Property - Special Handling - Damaged Items - Carry-On					1		1	2	1	1		1	7
Property - Special Handling - Damaged Items - Checked				4	2			3	3	2	3	3	20
Property - Special Handling - Missing Items - Carry-On				2	1	1	1	1	4	2	1	3	15
Property - Special Handling - Missing Items - 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
Screening - Children						1	1						2
Screening - Inconsistency					1		1	1	1			2	6
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process				5	1	10	8	9	8	9	10	2	62
Screening - Retrieving Abandoned/Confiscated 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
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination	3	3	1						2			2	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2	1	1		1				1			6
Customer Service	13	10	21	12	13	6	1	3	7	4	2	5	97
Customer Service - Others	1				1							1	3
Customer Service - TSO	12	10	21	12	12	6	1	3	7	4	2	4	94
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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1		1							1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	13	9	12	5	3	2			2	4	1	3	54
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	2	2	2					1	1		8
Patdown		3	2	7	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
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2						1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1				1							2
Persons w/ Disabilities (PWD) - Diabetes				1		1							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
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants	2	1		1		1							5
Persons w/ Disabilities (PWD) - Mobility Devices	2	1	1							1	1		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1										2
Persons w/ Disabilities (PWD) - Wheelchairs	1	2	1	2	1								7
Property - Special Handling	10	10	13	11	10	7		1	2		2	7	73
Property - Special Handling - Damaged Items	2	2			1								5
Property - Special Handling - Damaged Items - Checked	3	1	5	2	1	1			1		1	1	16
Property - Special Handling - Missing Items	3	2	4	5	4	2						1	21
Property - Special Handling - Missing Items - Checked	2	5	4	4	4	4		1	1		1	5	31
Request for Assistance		2	1										3
Request for Assistance - Other		1	1										2
Request for Assistance - Wounded Warrior (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	6	5		3		6		1	50
Screening - Retrieving Abandoned/Confiscated	1					1							2
Screening - Security Breach	1		1		1								3
2021	23	16	14	11	11	17	31	41	58	55	92	71	440
Civil Rights	1	3	4		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 Discrimination	1	1	1					1	2	1	3	1	11
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1			1				2			5
Civil Rights - Sexual Orientation - Not Transgender										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		1	2	9	18	31	36	53	51	202
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1		1		1	3
Expedited Passenger Screening Program - TSA Application Program							2	2	1	6	4	4	19
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	6	15	30	27	49	45	176
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										2		1	3
Identification (ID) Requirements								1	3	1	2		7
Identification (ID) Requirements - Domestic									3	1	2		6
Identification (ID) Requirements - Real ID								1					1
Locks	1				1						1		3
Locks - Missing or Damaged Lock	1				1						1		3
Lost and Found		1	1	1							1		4
Lost and Found - Airport/TSA		1	1	1							1		4
Mishandling of Passenger Property	5	1			1	2	2	1					12
Mishandling of Passenger Property - Damaged	2				1	2	2	1					8
Mishandling of Passenger Property - Disposition	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	1				2	1	1			3	2		10
Patdown - Flyer	1				2	1				3	1		8
Patdown - Flyer as Observer							1						1
Patdown - General											1		1
Persons w/ Disabilities (PWD)	1		1	1			1	2	2	1	1	4	14
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1											2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Service Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Prohibited & Permitted Items				2		1	1					1	5
Prohibited & Permitted Items - Beauty & Grooming Items						1							1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Prohibited & Permitted Items - Food/Beverages				1			1						2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Property - Special Handling	3	2		1	1	2	5	4	2	1	4	5	30
Property - Special Handling - Damaged Items	1	1							1			2	5
Property - Special Handling - Damaged Items - Checked				1		1	2	1					5
Property - Special Handling - Missing Items - Carry-On					1		1	3			3		8
Property - Special Handling - Missing Items - Checked	2	1				1	2		1	1	1	3	12

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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
Screening	7	4			1	4	4	5		3	4	4	36
Screening - Inconsistency								1					1
Screening - International Screening					1								1
Screening - Lengthy Lines	1										1		2
Screening - Procedures/Process	5	4				4	3	4		3	3	4	30
Screening - Retrieving Abandoned/Confis	1						1						2
2022	93	123	110	66	111	158							661
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informati		1											1
Airline				1	1	1							3
Airline - Policy/Regulations/Service				1	1	1							3
Civil Rights	5	2		2	1								10
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	4	2		1	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	13	13	9	7	14	13							69
Customer Service - CSM						1							1
Customer Service - Others				1		1							2
Customer Service - TSO	13	13	9	6	14	11							66
Expedited Passenger Screening Program	59	83	83	45	82	124							476
Expedited Passenger Screening Program	3	6	6	1		6							22
Expedited Passenger Screening Program	4	6	5	2	1	2							20
Expedited Passenger Screening Program	50	69	68	40	79	111							417
Expedited Passenger Screening Program	2	2	4	2	2	5							17
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic				1									1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks			2			1							3
Locks - Missing or Damaged Lock			2			1							3
Lost and Found		1				2							3
Lost and Found - Airport/TSA		1				2							3
Mishandling of Passenger Property		3	1			1							5
Mishandling of Passenger Property - Damaged/Missi		3											3
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
No Jurisdiction	1		2			1							4
No Jurisdiction - Refer to Other	1		2			1							4
Patdown		3	2		1	2							8
Patdown - Flyer		3	2		1	1							7
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	3	3			2	4							12
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						1	1						2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1					1						2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1	1					1						3
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	6	5	2	7	4	2							26
Property - Special Handling - Damaged It	3	3		3	1	1							11
Property - Special Handling - Damaged Items - Check		2	2	2	2								8
Property - Special Handling - Missing Item	2				1	1							4
Property - Special Handling - Missing Item	1			2									3
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
Screening	5	7	7	4	5	7							35
Screening - Inconsistency		1		1	1								3
Screening - Lengthy Lines		1		1	1								3
Screening - Procedures/Process	5	5	7	2	3	7							29

TSA Contact 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
DDC			1			1		1					3
2021								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2022			1			1							2
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

TSA Contact 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
DEC			1	1									2
2022			1	1									2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact 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
DEN	421	362	392	378	487	656	187	247	304	320	395	420	4,569
2019				75	89	99	91	107	140	123	126	114	964
Advanced Imaging Technology (AIT)						1					2		3
Advanced Imaging Technology (AIT) - Flyer						1					2		3
Civil Rights				4	5	5	3	4	2	6	3	4	36
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns					1			1					2
Civil Rights - Racial Profiling or Discrimination				2	2	1		2	1	2	2	2	14
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	2	3	1		1	4		1	13
Civil Rights - Sexual Orientation - Not Transgender								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 - Domestic							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 - Damaged/Missing Items--Carry-on Lug				1	1					4	1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				16	18	9	13	18	15	15	17	11	132
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					3	5	6	2	4	5	4	4	33
Patdown				1	6	4	4	4	9	7	10	6	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 Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer						1		1		1	1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									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 Medical Devices							1		1	1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2		2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												2	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				3		2		2	2	1	1	2	13
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2			1	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1							2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1		1	1	1	3	9
Property - Special Handling				24	13	21	21	20	25	17	18	20	179
Property - Special Handling - Damaged Items - Carry-On					1	3	1	3	2	3	1	3	17
Property - Special Handling - Damaged Items - Checked				11	5	6	6	7	5	6	3	4	53
Property - Special Handling - Missing Items - Carry-On				2	1	3	6	5	5		6	3	31
Property - Special Handling - Missing Items - Checked				11	6	9	8	5	13	8	8	10	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									1				1
Screening - Crew Member or Airline Employee												2	2
Screening - Inconsistency				1	1			2	1		2	1	8
Screening - Lengthy Lines					3	2	5	6	5	4	10	5	40
Screening - Procedures/Process				6	13	20	11	18	23	24	16	18	149
Screening - Retrieving Abandoned/Confiscated Items						1	2						3
Screening - Security Breach						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			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 Discrimination	2		4	2	3	2		1	1			2	17
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2	2	3			1				1		1	10
Civil Rights - Transgender Screening						1			1				2
Customer Service	25	11	32	21	19	10	1	1	3	6	12	5	146
Customer Service - Others	2	1	1	3	1	2				1			11
Customer Service - TSO	23	10	31	18	18	8	1	1	3	5	12	5	135
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	3	3	5	6	6	2					2	2	29
Locks - Missing or Damaged Lock	3	3	5	6	6	2					2	2	29
Lost and Found	1			2									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

TSA Contact 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
Mishandling of Passenger Property - Dam	5	1	2	3	6	1		1	1	1	1		22
Mishandling of Passenger Property - Dam	18	14	17	19	11	5	3	4	3	5	6	6	111
Mishandling of Passenger Property - Disa	6	1	7	4	2			1				1	25
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	6	7	5	5	3	4				1		2	33
Patdown - Children												1	1
Patdown - Flyer	5	7	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 Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1									1	1		3
Persons w/ Disabilities (PWD) - Diabetes			1	3	1	1					1		7
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General	2					2							4
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal M	1					2	1			1			5
Persons w/ Disabilities (PWD) - Medically Necessary		2	1			3					1	1	8
Persons w/ Disabilities (PWD) - Metal Imp	2		1										3
Persons w/ Disabilities (PWD) - Mobility I	2	2	1		3	1				1			10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm		1			2					1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/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	160
Property - Special Handling - Damaged It	2		2	3	4	3			1	1	3	1	20
Property - Special Handling - Damaged It	6	4	7	8	9	1			5	3	5	2	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	5	8	9	167
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/Confis	1												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 Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												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
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Constitutional Rights	1						1		1		2		5
Civil Rights - National Origin								3					3
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimin	2		1	1		1		1	1		3	4	14
Civil Rights - Sex/Gender/Gender Identity	1			1		2	1	1		1		1	8
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening												1	1
Claims			1	1					1				3
Claims - General			1	1					1				3
CSM/Stakeholder Follow-up				1									1
CSM/Stakeholder Follow-up - General				1									1
Customer Service	13	6	12	15	7	9	7	26	28	28	47	29	227
Customer Service - CSM										1			1
Customer Service - Others		1		1						1	1	1	5
Customer Service - TCC				1									1
Customer Service - TSO	13	5	12	13	7	9	7	26	28	26	46	28	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	98	145	498
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD					1		1		1		2		5
Expedited Passenger Screening Program - TSA Application Program					1	1	2	14	7	2	10	8	45
Expedited Passenger Screening Program - TSA PreCheck			2	5	5	14	23	34	60	81	86	135	445
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
General Aviation							1						1
General Aviation - General							1						1
Identification (ID) Requirements								1				1	2
Identification (ID) Requirements - Domestic								1					1
Identification (ID) Requirements - International Travel												1	1
Locks		3		1		2	1	1		1	3	2	14
Locks - General											1	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	3	4	2	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	2					3	1					3	9
No Jurisdiction			1		1					1	2	2	7
No Jurisdiction - Refer to Other			1		1					1	2	2	7
Patdown	2	4			2	1	3		2	6	7	7	34
Patdown - Children											2		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
Patdown - Flyer	2	4			2	1	3		2	4	1	7	26
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 /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes								1	2				3
Persons w/ Disabilities (PWD) - General							2	2					4
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1			1						3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medically	1									3	1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1	1	1				2	6
Persons w/ Disabilities (PWD) - Mobility [1								1		1	1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch A	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1			1	3		1			7
Prohibited & Permitted Items			1			1	1	1	4	2	6	2	18
Prohibited & Permitted Items - Alcohol and Tobacco							1		1				2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Electronic Devices								1					1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages			1								2		3
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1					2		3
Prohibited & Permitted Items - Lighters/Matches									1				1
Prohibited & Permitted Items - Remains										1			1
Prohibited & Permitted Items - Sporting Goods									2			1	3
Property - Special Handling	12	9	1	3	6	8	18	12	13	16	11	8	117
Property - Special Handling - Damaged It	1	2				1	2	1	6	6	3	3	25
Property - Special Handling - Damaged It	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						1						2
Screening - Crew Member or Airline Employee						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/Confiscated Items		1					1			1			3
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
Transfer to Security Specialist							1						1
Transfer to Security Specialist - Reportable Communication							1						1
2022	234	247	230	149	241	434							1,535
Additional Information Required/Insufficient Information				1		1							2
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1							2
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline	1		1	2	1								5
Airline - Policy/Regulations/Service	1		1	2	1								5
Civil Rights	4	3	5	3	3	8							26
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear		1	1										2
Civil Rights - National Origin						1							1
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimin	3	1	3	1	2								10
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	1		1			3							6
Civil Rights - Transgender Screening		1				1							2
Claims		3		1									4
Claims - General		3											3
Claims - Status				1									1
Customer Service	41	26	26	16	22	19							150
Customer Service - CSM	1												1
Customer Service - Others	1		1										2
Customer Service - TSO	39	26	25	16	22	19							147
Expedited Passenger Screening Program	122	160	163	93	182	361							1,081
Expedited Passenger Screening Program - Active Duty Military			1			1							2
Expedited Passenger Screening Program	1	1	3		3	4							12
Expedited Passenger Screening Program	10	23	15	5	13	13							79
Expedited Passenger Screening Program	111	135	142	88	165	343							984
Expedited Passenger Screening Program - TSA/DHS		1	2		1								4
Federal Flight Deck Officer (FFDO) Program		1											1
Federal Flight Deck Officer (FFDO) Program - Gener		1											1
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	3	4	4								14
Mishandling of Passenger Property - Dam	1		2	1									4
Mishandling of Passenger Property - Damaged/Missi		1	1	1	3								6
Mishandling of Passenger Property - Disarrayed Item		1		2	1								4
No Jurisdiction	2	1		1	1								5
No Jurisdiction - Refer to CBP	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
No Jurisdiction - Refer to Other	1	1		1	1								4
No Subject		1											1
No Subject - General		1											1
Patdown	3	3	2		5	5							18
Patdown - Children					1								1
Patdown - Flyer	3	3	2		3	5							16
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	5	8	4	4	7	4							32
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				1							2
Persons w/ Disabilities (PWD) - Diabetes	1					1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General		1			1								2
Persons w/ Disabilities (PWD) - Medically	3		2		1								6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2		1				1					4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						2	2						4
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1								2
Persons w/ Disabilities (PWD) - Wheelcha	1		1	2									4
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	19	8	8	7	5	13							60
Property - Special Handling - Damaged It	8	3	4	2	3	3							23
Property - Special Handling - Damaged It	3	1	2	1	1	4							12
Property - Special Handling - Missing Item	3			3		5							11
Property - Special Handling - Missing Item	5	4	2	1	1	1							14
Screening	34	29	17	14	11	22							127
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	5	2	2	1	1	3							14
Screening - International Screening						1							1
Screening - Lengthy Lines	8	2	1	1	3	5							20
Screening - Military			1										1
Screening - Procedures/Process	20	24	13	12	7	12							88
Screening - Retrieving Abandoned/Confis	1					1							2
TSA Contact Information				1									1
TSA Contact Information - General				1									1

TSA Contact 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
DFW	338	363	333	419	409	514	249	268	311	355	335	304	4,198
2019				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 Discrimination			3	2	1	5	6	3	8	6	3	3	37
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	3	1	3	1			2		1	12
Civil Rights - Sexual Orientation - Not Transgender			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 - Domestic												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 - Damaged/Missing Items--Carry-on Lug				5	1	3	4	1	6	1	5	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	11	13	24	31	17	23	21	21	172
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4		1	6	6	4		9	3	33
Patdown				1	2	4	5	5	5	1	4	5	32
Patdown - Children													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 (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				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 Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	1				1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic			2				1	1	1	1	1	1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1		3		1	1	1		1	8
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2	3	1	1	2	1	3	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Service Animals				1	1		1			1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	1						1	2	1	8
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling				23	23	25	25	21	22	30	23	17	209
Property - Special Handling - Damaged Items - Carry-On					3	2	8	1	1	6	2	2	25
Property - Special Handling - Damaged Items - Checked				4	3	7	3	5	6	6	7	5	46
Property - Special Handling - Missing Items - Carry-On				2	6	3	4	4	4	4	2	1	30
Property - Special Handling - Missing Items - Checked				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 Warrior (MSIJSOC)						1							1
Screening				6	25	19	24	29	26	32	19	15	195
Screening - Children							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/Confiscated 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) - Flyer						1						1	2
Civil Rights	8	2	6	7	8	5	1	2	4	5	2	2	52
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	5	1	6	4	6	4	1	1	3	5	1	2	39
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	2			2	1	1		1					7
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1											1
Customer Service	38	38	32	30	26	17	6	7	7	13	9	12	235
Customer Service - CSM	1												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								1					1
Human Capital - Current Employee								1					1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												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	1	45
Lost and Found	1	2	1							2			6

TSA Contact 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
Lost and Found - Airport/TSA		1	2	1						2			6
Mishandling of Passenger Property	22	21	22	17	16	12	1	2	8	7	6	8	142
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	3	2	1	3	2			1				13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	15	16	18	15	10	9	1	2	7	5	6	7	111
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1										1
Mishandling of Passenger Property - Disassembly	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
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 Spectrum Disorder	1			1					1				3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - General	2					1							3
Persons w/ Disabilities (PWD) - Hearing Impaired	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Assistive		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	3	2				1				7
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												2	2
Persons w/ Disabilities (PWD) - Mobility Impaired	1	2		2									5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1					1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	3	1			2								6
Property - Special Handling	22	23	16	21	21	9	4	2	8	12	18	17	173
Property - Special Handling - Damaged Items	1	3	1	4	6					3		4	22
Property - Special Handling - Damaged Items	7	4	4	4	3	5	1		6	4	6	5	49
Property - Special Handling - Missing Items	4	2	2	4	5	3			1		3	2	26
Property - Special Handling - Missing Items	10	14	9	9	7	1	3	2	1	5	9	6	76
Screening	19	21	20	20	16	11	3	3	7	8	3	11	142
Screening - Crew Member or Airline Employee		1					1		1				3
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/Confiscated	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								1	1	2			4
Airline - Policy/Regulations/Service									1	2			3
Airline - Wheelchair Assistance								1					1
Civil Rights	3	2	2	3	1	5	5	2	1	5	4	3	36
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination	3	1		1		5	5	1	1	3	2	2	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1				1		1	2		6
Civil Rights - Sexual Orientation - Not Transgender					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
Customer Service - Others	2	2		3	2			1	1	1			12
Customer Service - TSO	19	13	20	26	12	21	20	27	48	36	37	19	298
Duplicate E-mail				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										1			1
Expedited Passenger Screening Program - TSA Application Program				1		1	4	1	6	2	3	5	23
Expedited Passenger Screening Program - TSA PreCheck			2	4		15	30	30	39	65	79	83	347
Expedited Passenger Screening Program - TSA/DHS Employees - 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							1		5
Identification (ID) Requirements - Domestic				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
Lost and Found				1	3	1			1				6
Lost and Found - Airport/TSA				1	3	1			1				6
Mishandling of Passenger Property	10	3	2	16	8	6	6	4	4	5	3		67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	2			3	3			2	1	2			13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	7	3	2	11	4	3	4	2		2	3		41
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1										1
Mishandling of Passenger Property - Disassembly	1			1	1	3	2		3	1			12
No Jurisdiction				2	1	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 - General					1								1
Patdown	1	1	1	1	1		2	3	2	2	4	3	21
Patdown - Flyer	1	1	1	1	1		1	3	2	1	3	2	17

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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
Patdown - General								1			1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	2		3	1	3	5	5	5	5		3	33
Persons w/ Disabilities (PWD) - Cognitive	1											1	2
Persons w/ Disabilities (PWD) - Diabetes		1								1			2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General						1	1						2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Attached to the Body				1						3		1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2	2					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				2				1	4
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) - Touch Aversion (pain/trauma)							1	1	1				3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1			2				4
Prohibited & Permitted Items			3		2	4	1			2	3		15
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump						1							1
Prohibited & Permitted Items - Electronic Devices						1							1
Prohibited & Permitted Items - Food/Beverages			1				1			1			3
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1						1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1		1	1					1		4
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling	17	9		8	2	12	9	10	19	18	9	9	122
Property - Special Handling - Damaged Items	2	2		2		1	2	2	4	4	4	2	25
Property - Special Handling - Damaged Items - Broken	4	2				4	4	2	5	7	2	1	31
Property - Special Handling - Missing Items	5	1				1	2	4	2	2	2	2	19
Property - Special Handling - Missing Items - Damaged	6	4		6	2	7	2	4	6	5	1	4	47
Screening	14	13	6	6	7	16	6	10	13	11	13	6	121
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1		2	6	3	1	3	1		3		21
Screening - Lengthy Lines			2	2					3	2	1	1	11
Screening - Procedures/Process	11	12	4	2	1	10	5	7	9	9	7	5	82
Screening - Retrieving Abandoned/Confiscated	1					3					1		5
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1
2022	131	194	187	134	165	242							1,053
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline	1	1	1			3							6
Airline - Policy/Regulations/Service	1	1	1			3							6
Civil Rights	7	8	5	3	4	2							29
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear			1										1
Civil Rights - Not Specified						1							1
Civil Rights - Race					2								2
Civil Rights - Racial Profiling or Discrimination	7	7	2	2	1								19
Civil Rights - Screening of Religious Cultural and Ceremonial		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	1							4
Claims			1		2								3
Claims - Status			1		2								3
Customer Service	27	35	29	16	24	32							163
Customer Service - CSM		1											1
Customer Service - TSO	27	34	29	16	24	32							162
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	63	116	108	93	112	164							656
Expedited Passenger Screening Program - DoD		1				2							3
Expedited Passenger Screening Program - DHS	4	10	4	6	5	5							34
Expedited Passenger Screening Program - TSA/DHS	59	104	102	87	107	157							616
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General		1											1
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic			1			1							2
Locks	1	2	2		2								7
Locks - Missing or Damaged Lock	1	2	2		2								7
Lost and Found	1		2										3
Lost and Found - Airport/TSA	1		2										3
Mishandling of Passenger Property	1	2	3		3								9
Mishandling of Passenger Property - Damaged/Missing Items		1											1
Mishandling of Passenger Property - Damaged/Missing Items - Checked			2		2								4
Mishandling of Passenger Property - Damaged/Missing Items - Carry-on	1	1	1		1								4
No Jurisdiction	2	2	2	1		2							9
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1	1				1							3
No Jurisdiction - Refer to Other		1	2	1									5
Patdown	1	1				3							5
Patdown - Flyer	1					3							4
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	4	7	3	4	5							29

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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
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M&E			2										2
Persons w/ Disabilities (PWD) - General	1	1					1						3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary		2	1				1						4
Persons w/ Disabilities (PWD) - Metal Imp	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility D	2		1	1	1								5
Persons w/ Disabilities (PWD) - Prosthesi	1	1				1							3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1				1						2
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol any	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/£			1										1
Property - Special Handling	9	8	8	8	5	10							48
Property - Special Handling - Damaged It	2	5	5	3	2	2							19
Property - Special Handling - Damaged It	3	2		1	2	4							12
Property - Special Handling - Missing Item	4		1	2	1	1							9
Property - Special Handling - Missing Items - Checke	1	1	2	2		3							8
Screening	11	11	16	10	9	19							76
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	3	1	2	2	2	3							13
Screening - Lengthy Lines	1	1	2		1	1							6
Screening - Procedures/Process	6	9	11	8	5	15							54
Screening - Retrieving Abandoned/Confiscated Items			1		1								2
TWIC		1											1
TWIC - General		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
DHN	3	2	2	1	4	4	1	3	1	2	2	2	27
2019					1	4	1	2	1		1	1	7
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Property - Special Handling					1		1	1	1		1	1	6
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1	1		1	1	4
2020	2	1	1	1	2	1				1			9
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
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening										1			1
Screening - Procedures/Process										1			1
2021	1					1		1		1	1	1	6
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling							1			1	1		3
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Checked										1			1
Screening													1
Screening - Procedures/Process													1
2022		1	1		1	2							5
Expedited Passenger Screening Program		1			1	1							3
Expedited Passenger Screening Program - TSA PreC		1			1	1							3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening							1						1
Screening - Inconsistency							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
DIK		1					1			1	5	1	9
2019							1				2		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1						1
2020		1									2		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missii			1								1		2
2021										1	1	1	3
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1

TSA Contact 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
DLG									4	1	2	3	10
2019									1	1			2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2021									3		2	3	8
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												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
DLH		2	3	3	2	1			3	3	5	3	25
2019									1	1	1	1	4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening								1					1
Screening - Procedures/Process								1					1
2020			1	2	1						1		5
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1	1									2
Screening - Procedures/Process			1	1									2
2021			1					2		2	3	2	10
Civil Rights								1			1		2
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - General											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2022		2	1	1	1	1							6
Expedited Passenger Screening Program		1	1	1	1	1							5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	1							4
Screening		1											1
Screening - Procedures/Process		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
DRO	2	7	3	1	7	3	2	4	2	2	2	3	38
2019								2	1				3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
2020	1	2	1	1	1						1	2	9
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown											1		1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1											1
Screening - Procedures/Process		1											1
2021					1	1	2	2	1	2	1	1	11
Civil Rights							1			1			2
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1		1	1		3
Expedited Passenger Screening Program - TSA PreCheck								1		1	1		3
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1
2022	1	5	2		5	2							15
Expedited Passenger Screening Program	1	4	2		4	2							13
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	1	4	2		2	2							11
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked						1							1
Screening		1											1
Screening - Inconsistency		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
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 - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	2			4
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked									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 Aversion (pain/trauma)								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - DoD												1	1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
DSM	18	35	10	20	25	42	9	16	7	16	10	11	219
2019				5	5	1	5	8	4	4	5	2	39
Civil Rights					1			1	3				5
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination								1	2				3
Civil Rights - Sexual Orientation - Not Transgender									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				3	3		1	2		2	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2		1	1		2	1	1	11
Patdown								2					2
Patdown - Flyer								2					2
Property - Special Handling				1			2	2	1	2	1		9
Property - Special Handling - Damaged Items - Checked							1			1	1		3
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Checked							1	2		1			4
Screening					1	1	1				3		6
Screening - Procedures/Process					1	1	1				3		6
2020	4	4	1	2	6	6		2	1	6	2	3	37
Customer Service		1	1			3		1		1			7
Customer Service - TSO		1	1			3		1		1			7
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	3			1	2	1				1			8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2			1	2	1				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Persons w/ Disabilities (PWD)				1					1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling	1	3			1	2				2	1	2	12
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1				1			2
Property - Special Handling - Missing Items - Checked	1	3			1					1	1	2	9
Screening					2			1		2	1	1	7
Screening - Procedures/Process					1			1		2	1	1	6
Screening - Security Breach					1								1
2021	6	6	1	1	4	2	4	6	2	6	3	6	47
Civil Rights								2	1	1			4
Civil Rights - Racial Profiling or Discrimination								2		1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		2		1	1		1	1			2		8
Customer Service - TSO		2		1	1		1	1			2		8
Expedited Passenger Screening Program			1		1		2	1	1	4	1	5	16
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA PreCheck					1		2	1	1	4	1	5	15
Mishandling of Passenger Property	4	1						1					6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	1						1					4
Mishandling of Passenger Property - Disposition	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) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	1	1						1		1		1	5
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On	1	1						1					3
Screening		2			2		1						5
Screening - Inconsistency					1								1
Screening - Procedures/Process		2			1		1						4
2022	8	25	8	12	10	33							96
Civil Rights	1					2							3
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1	1				1							3
Customer Service - TSO	1	1				1							3
Expedited Passenger Screening Program	5	17	8	12	10	28							80
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck	2	3	1										6
Expedited Passenger Screening Program - TSA PreCheck	3	13	7	11	10	28							72
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	2											3
Property - Special Handling		2				1							3
Property - Special Handling - Damaged Items - Checked		1				1							2
Property - Special Handling - Missing Items - Carry-On		1											1
Screening		3											3
Screening - Procedures/Process		3											3

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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
DTW	182	225	212	233	233	267	107	104	139	146	174	168	2,190
2019				33	44	51	61	56	60	60	72	60	497
Civil Rights				1		2	1	7	5	5	3	3	27
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Hair Patdowns									1			2	3
Civil Rights - Headwear										1			1
Civil Rights - National Origin									1			1	2
Civil Rights - Perceived Religion									1	1			2
Civil Rights - Racial Profiling or Discrimination				1		2	1	2	1	2	2		11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2			1		3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening								2					2
Customer Service				4	5	13	19	8	10	16	14	12	101
Customer Service - Others						1	1						2
Customer Service - TSO				4	5	12	18	8	10	16	14	12	99
Locks				1	2	2	3	4	3	8	4	2	29
Locks - Missing or Damaged Lock				1	2	2	3	4	3	8	4	2	29
Lost and Found					1		1			1	4		7
Lost and Found - Airport/TSA					1		1			1	4		7
Mishandling of Passenger Property				11	10	15	16	11	16	6	10	12	107
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1			1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	7	12	13	9	13	5	7	11	86
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2	3	3		2	1	3	1	16
Patdown				1	2	1	4	5	3	4	5	3	28
Patdown - Flyer				1			3	4	2	4	5	3	22
Patdown - Flyer as Observer						1			1				2
Patdown - General					1								1
Patdown - Non-Flyer					1		1	1					3
Persons w/ Disabilities (PWD)					6	3	5	1	4	3	5	6	33
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1		1				3
Persons w/ Disabilities (PWD) - Diabetes							1			1	1	1	4
Persons w/ Disabilities (PWD) - General					1	1						1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					2			1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1			1		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			2			1	4
Property - Special Handling				14	15	11	9	12	11	11	18	15	116
Property - Special Handling - Damaged Items - Carry-On				1	1	1		3			2		8
Property - Special Handling - Damaged Items - Checked				5	4	2	2	5	2	4	2	6	32
Property - Special Handling - Missing Items - Carry-On				3	4	2	3	1	4	2	4	3	26
Property - Special Handling - Missing Items - Checked				5	6	6	4	3	5	5	10	6	50
Screening				1	3	4	3	8	8	6	9	7	49
Screening - Children											1		1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency										1	1	2	4
Screening - Lengthy Lines						1		2	1		1		5
Screening - Procedures/Process				1	3	3	3	6	6	4	4	5	35
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach									1		1		2
2020	68	69	70	54	34	20	9	9	13	20	31	24	421
Civil Rights	4	3	1	4	2	1		1	1	1			17
Civil Rights - Age			1										1
Civil Rights - National Origin		1				1							3
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Racial Profiling or Discrimination	1	2		3	1			1					8
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening										1			1
Customer Service	13	14	14	13	6	1	3	1	3	4	8	3	83
Customer Service - Others		1	1										2
Customer Service - TSO	13	13	13	13	6	1	3	1	3	4	8	3	81
Locks	2	2	3	4	2	2	1		1				17
Locks - Missing or Damaged Lock	2	2	3	4	2	2	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		7
Mishandling of Passenger Property	15	18	21	7	6	3	2	3	3	5	7	8	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	14	17	16	4	3	3	2	3	2	5	7	7	83
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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 /Mental Disability			1										1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1			1								1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1								1	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
Persons w/ Disabilities (PWD) - Medically	1	1		2									4
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Persons w/ Disabilities (PWD) - Mobility D	1	1			1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1	1								3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Av	1	1											2
Persons w/ Disabilities (PWD) - Wheelcha	2	1											3
Property - Special Handling	10	13	18	13	8	7	1	1	2	8	7	7	95
Property - Special Handling - Damaged It	2				2				1				5
Property - Special Handling - Damaged It	3	1	5	3	3	2			1	2	1	2	23
Property - Special Handling - Missing Item	1	4	3	1	2				1	1	3		16
Property - Special Handling - Missing Item	4	8	10	9	3	3	1	1		4	3	5	51
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	8	8	9	6	5	5	1	3	3	1	8	4	61
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	1	1							1		4
Screening - Lengthy Lines		3	1	1	1					1			7
Screening - Procedures/Process	7	4	5	3	4	4	1	3	2		7	3	43
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach	1		2			1						1	5
2021	33	19	21	16	18	23	37	39	66	66	71	84	493
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	1	2	2	1	2	2	3		6	5	2	3	29
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - National Origin							2					1	3
Civil Rights - Perceived Religion		1					1		1				3
Civil Rights - Racial Profiling or Discrimin	1	1	1		1				4	3	2	2	15
Civil Rights - Screening of Religious Cultural and Ceremonial It			1										1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening										1			1
Claims								1					1
Claims - General								1					1
Customer Service	6	4	6	6	2	6	4	10	10	7	10	11	82
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TSO	6	3	6	5	2	6	4	10	10	7	10	11	80
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			3	3	1	11	17	14	30	31	43	57	210
Expedited Passenger Screening Program - DoD							2			1			3
Expedited Passenger Screening Program - TSA Application Program						1	2	2	2		1	6	14
Expedited Passenger Screening Program - TSA PreCheck			3	3	1	10	13	12	28	30	42	51	193
Identification (ID) Requirements							1		1				2
Identification (ID) Requirements - Domestic							1		1				2
Locks		1					2			1	1	1	6
Locks - General											1		1
Locks - Missing or Damaged Lock							2			1		1	5
Lost and Found	1	2			1								4
Lost and Found - Airport/TSA	1	2			1								4
Mishandling of Passenger Property	10	1	7	2	5		1	4	3	1	2		36
Mishandling of Passenger Property - Damaged/Missing Items--C			4							1			5
Mishandling of Passenger Property - Dam	10	1	3	2	5		1	3	3		2		30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction					2					1			3
No Jurisdiction - Refer to CBP										1			1
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other					1								1
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown								2	4	4		1	11
Patdown - Flyer								2	4	4		1	11
Persons w/ Disabilities (PWD)	1			1			2	1	4	2		3	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes				1						1		1	3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1						1	1	1			1	5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2			1	3
Prohibited & Permitted Items				1					2		2		5
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling	11	5		2	2		5	5	2	5	5	3	45
Property - Special Handling - Damaged Items - Carry-On								2		1	1		4
Property - Special Handling - Damaged It	4	2		1	1			1	1		2		12

TSA Contact 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	
Property - Special Handling - Missing Item		1	1					2	1		1	2	2	10
Property - Special Handling - Missing Item		6	2		1	1		3	1	1	3		1	19
Screening		3	3	3		3		2	2	4	6	5	5	39
Screening - Crew Member or Airline Employee				1										1
Screening - Inconsistency						2	1		1	1		1	1	7
Screening - Lengthy Lines							1						1	2
Screening - Procedures/Process		3	3	2		1	1	1		3	6	4	3	27
Screening - Retrieving Abandoned/Confiscated Items								1	1					2
Transfer to Security Specialist											1			1
Transfer to Security Specialist - Reportable Communication											1			1
2022		81	137	121	130	137	173							779
Airline				2		1								3
Airline - Policy/Regulations/Service				2		1								3
Civil Rights		3	4	1	1	1	2							12
Civil Rights - Profiling							1							1
Civil Rights - Race							1							1
Civil Rights - Racial Profiling or Discrimination		3	4	1		1								9
Civil Rights - Sexual Orientation - Not Transgender					1									1
Claims		1												1
Claims - General		1												1
Customer Service		8	5	8	7	6	7							41
Customer Service - Others				1										1
Customer Service - TSO		8	5	7	7	6	7							40
Expedited Passenger Screening Program		55	113	96	107	119	151							641
Expedited Passenger Screening Program - DoD			2	1										3
Expedited Passenger Screening Program - Known Crew Member						1								1
Expedited Passenger Screening Program		2	14	11	6	6	6							45
Expedited Passenger Screening Program		53	96	84	101	112	145							591
Expedited Passenger Screening Program - TSA/DHS			1											1
Hazardous Materials Safety		1												1
Hazardous Materials Safety - General		1												1
Identification (ID) Requirements		1			1									2
Identification (ID) Requirements - Domestic		1			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										6
Mishandling of Passenger Property - Damaged/Missing Items--C				2										3
Mishandling of Passenger Property - Disassembly		1		1			1							3
No Jurisdiction		1		1			1							3
No Jurisdiction - No Referral				1										1
No Jurisdiction - Refer to Other		1						1						2
Patdown		3	4	1	3	1								12
Patdown - Children					1									1
Patdown - Flyer		3	2	1	2	1								9
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 Medical		1			1									2
Persons w/ Disabilities (PWD) - Medically		1												1
Persons w/ Disabilities (PWD) - Service Animals				1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1								1
Persons w/ Disabilities (PWD) - Visual Impairment						1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			1											1
Prohibited & Permitted Items				1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1										1
Property - Special Handling		2	6	5	4	2	7							26
Property - Special Handling - Damaged Items		1	3		3		5							12
Property - Special Handling - Damaged Items - Checked				1	1									2
Property - Special Handling - Missing Items - Carry-C			2	1		1	2							6
Property - Special Handling - Missing Items		1	1	3		1								6
Screening		2	3	2	5	3	3							18
Screening - Inconsistency					1									1
Screening - Lengthy Lines		1	1											2
Screening - Procedures/Process		1	2	2	4	3	3							15

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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
DVL						1							1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
EAR			1	2	1	4			1		1		10
2019						1			1				2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						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 - Damaged/Missing Items--Checked Baggage				1	1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2021						2					1		3
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage											1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
EAT	1		3	4	3	4	1	1	1	3	1	2	24
2019				1	2	2	1	1			1	1	9
Civil Rights					1								1
Civil Rights - Sexual Orientation - Not Transgender						1							1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1	1			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							1				1		2
2020	1		1	2									4
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1
2021			1	1		1			1	3		1	8
Claims			1										1
Claims - General			1										1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Mishandling of Passenger Property							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2022			1		1	1							3
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck					1	1							2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			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
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 Items - Checked												1	1
2022					1								1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					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
ECP	17	12	4	9	10	18	11	15	17	17	16	16	162
2019				1	2	4	5	9	7	8	2	3	41
Civil Rights									1	2			3
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination										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 - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown					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) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				1			1	2		1	1		6
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1			1			1			3
Screening					1	1	1	4					7
Screening - Lengthy Lines					1		1	1					3
Screening - Procedures/Process						1		3					4
2020	2	6		3		1	2	1	3	2	4	4	28
Civil Rights		1						1					2
Civil Rights - Racial Profiling or Discrimination		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 - Damaged/Missing Items--Carry-on or Checked	1			1			1				1	1	5
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling	1	1							2			2	6
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Missing Items - Carry-On	1								2			2	5
Screening		2		1						1	1	1	6
Screening - Lengthy Lines		1											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							1	1					2
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service	1										1	2	4
Customer Service - TSO	1										1	2	4
Expedited Passenger Screening Program					1	1	2	1	2	4	6	3	20
Expedited Passenger Screening Program - TSA Application Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck					1	1	2		2	4	5	3	18
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										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 - Disarrayed Items--Carry-on or Checked					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					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	1					1			2	1	1	2	8
Property - Special Handling - Damaged Items - Carry-On										1	1	1	3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On									2				2
Property - Special Handling - Missing Items - Checked	1												1
Screening					1				1	1	1	1	5
Screening - Procedures/Process					1				1	1	1	1	5
2022	11	6	4	5	5	11							42
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	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
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service						2							2
Customer Service - TSO						2							2
Expedited Passenger Screening Program	4	3	4	2	5	6							24
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	4	2	4	2	5	6							23
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
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/Tools/Razors/§		1											1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	3	1		1		1							6
Screening - Inconsistency	1			1									2
Screening - Procedures/Process	2	1											3
Screening - Retrieving Abandoned/Confiscated Items									1				1
TWIC									1				1
TWIC - General									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
EGE			7	6	8	18	1	1	3	2	5	3	54
2019				2	2	1			1		2	3	8
Mishandling of Passenger Property				1	2				1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1							1		2
Property - Special Handling - Missing Items - Carry-On				1							1		2
Screening											1		1
Screening - Security Breach											1		1
2020			1			3							4
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown			1										1
Patdown - Children			1										1
2021					3	3	1	1	2	2	3	3	18
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Expedited Passenger Screening Program						1		1	1	1	3	2	9
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1		1	1	1	2	2	8
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening					2	1	1						5
Screening - Inconsistency												1	1
Screening - Procedures/Process					2	1	1						4
2022			6	4	3	11							24
Civil Rights						1							1
Civil Rights - Race						1							1
Expedited Passenger Screening Program			4	3	2	9							18
Expedited Passenger Screening Program - TSA PreCheck			4	3	2	9							18
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Screening			1		1	1							3
Screening - Procedures/Process			1		1	1							3

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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
EKO	1			1	3	1	2	1	1	2	1	2	15
2019					1		2		1	2	1	1	8
Mishandling of Passenger Property					1		2		1	2	1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Procedures/Process											1		1
2020	1			1	1								3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						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	2
Property - Special Handling - Missing Items - Checked						1						1	2
2022							1						1
Screening							1						1
Screening - Inconsistency							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
ELM	3	1	1	4	4	1	1	3	3	4		2	27
2019				1				3	2	3		2	11
Customer Service								1		1			3
Customer Service - TSO								1		1		1	3
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1				2
Patdown - Flyer									1				2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked										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	1	1						4
Expedited Passenger Screening Program				1	1	1							3
Expedited Passenger Screening Program - TSA PreCheck				1	1	1							3
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1

TSA Contact 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
ELP	44	16	19	24	20	37	12	10	25	13	6	39	265
2019				4	7	9	8	5	9	5		6	55
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											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	2	3	2	3			1	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	1	2			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1	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 Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked							1	1			1		3
Property - Special Handling - Missing Items - Carry-On									2	1		1	4
Property - Special Handling - Missing Items - 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				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 - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Dam	2			1	1				2				6
Mishandling of Passenger Property - Disa	1	1	2									1	5
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling	2		3	1	1				1	1		1	10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1		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	3		1	3	5	13	6	3	5	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	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 - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	2	2	6	1	2	3	17
Lost and Found	16	1											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 Animals												1	1
Property - Special Handling	2	1						1	2	1			7
Property - Special Handling - Damaged Items - Carry		1							2				3
Property - Special Handling - Missing Item	2							1		1			4
Screening	3	1								2	1	1	8
Screening - Procedures/Process	3	1								2	1	1	8
2022	9	10	10	14	8	26							77
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Customer Service	1				1	1							3
Customer Service - TSO	1				1	1							3
DHS TRIP	1			1									2
DHS TRIP - Status	1			1									2
Expedited Passenger Screening Program	6	7	6	10	4	23							56
Expedited Passenger Screening Program - DoD		1	1			2							4
Expedited Passenger Screening Program	6	5	5	10	4	21							51
Expedited Passenger Screening Program - TSA/DHS	1												1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1		1								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
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 Items - Check			1		1								2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item		1		1									2
Screening			2		1	2							5
Screening - Inconsistency						1							1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process					1	1							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
ENV			2	1	2	1			1				7
2019					1				1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back					1								1
2020			2	1	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			2		1								3
Patdown								1					1
Patdown - Flyer								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
ERI	4	1		1		2	4	1	1		1		15
2019				1			3				1		5
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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 Discrimination								1					1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
2021		1					1		1				3
Customer Service		1					1		1				3
Customer Service - TSO		1					1		1				3
2022	2						2						4
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service							1						1
Customer Service - Others							1						1
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	1						1						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
ESC			1	2	1			1					5
2019								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2020				1	1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						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 PreCheck				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			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
EUG	11	3	12	9	8	8	9	5	5	7	6	10	93
2019				1	8	8	3	2	3	4	4	2	19
Mishandling of Passenger Property							1	2	2	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling							2	1	1	2	3	1	10
Property - Special Handling - Damaged Items - Carry-On							1				2		3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1	1		1	1		4
Screening				1				1					2
Screening - Procedures/Process				1				1					2
2020	5	1	3	4	4	2		1			1	3	24
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								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	2	3	1	1						1	10
Mishandling of Passenger Property - Damaged/Missii		1		3	1	1							7
Mishandling of Passenger Property - Disa	1		2										3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2		1	1	2	1						1	8
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On			1	1									2
Property - Special Handling - Missing Item	2				1	1						1	5
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2021	1	1		2	1	2	6	2	2	3	1	5	26
Expedited Passenger Screening Program							2	2	1	1	1	5	12
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	1	5	10
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks							1	1					2
Locks - Missing or Damaged Lock							1	1					2
Mishandling of Passenger Property	1	1		2			2						6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	1					2						4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1							1
Property - Special Handling							1	1		1			3
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Checked							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2022	5	1	9	2	3	4							24
Expedited Passenger Screening Program	4		7		2	4							17
Expedited Passenger Screening Program	4		7		2	4							17
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										2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked					1								1
Screening				1									1
Screening - Procedures/Process				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
EVV	2	1		2	7	5	2	2	3	3	1	3	31
2019						2	1	2	2	1		1	9
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1	1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling								1	2	1			4
Property - Special Handling - Damaged Items - Carry-On									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													1
Screening - Procedures/Process													1
2020	2			2	3								7
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1				2								3
Screening - Procedures/Process	1				1								2
Screening - Security Breach					1								1
2021					1		1		1	2	1	2	8
Civil Rights													1
Civil Rights - Transgender Screening													1
Expedited Passenger Screening Program					1		1		1	2	1	1	7
Expedited Passenger Screening Program - TSA PreCheck					1		1		1	2	1	1	7
2022		1			3	3							7
Expedited Passenger Screening Program		1			2	3							6
Expedited Passenger Screening Program - TSA PreC		1			2	3							6
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					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
EWN													
2019		2	2	2		1	4	2	2		2	3	20
Property - Special Handling							1				1	1	3
Property - Special Handling - Damaged Items - Checked							1				1	1	3
Property - Special Handling - Missing Items - Checked							1				1	1	2
2020			1	1				1	1				6
Mishandling of Passenger Property								1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling									1				2
Property - Special Handling - Missing Items - Checked			1						1				2
Screening				1									1
Screening - Procedures/Process				1									1
2021							3	1	1		1		6
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening								2	1				3
Screening - Procedures/Process								2	1				3
2022		2	1	1		1							5
Airline				1									1
Airline - Policy/Regulations/Service			1										1
Expedited Passenger Screening Program			2		1		1						4
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreC		1		1			1						3

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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
EWR	416	435	537	464	565	927	220	280	283	351	390	353	5,221
2019				109	120	150	140	170	152	181	176	146	1,344
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Flyer										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							1						1
Civil Rights - National Origin				2				1				1	4
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination				2	3	3	1	1	3	6	3	1	23
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1				1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1	1	3	1	3	10
Civil Rights - Sexual Orientation - Not Transgender				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 - Domestic												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	32	20	27	26	31	32	22	238
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4		3	1	4	2	3	2	4	23
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				18	19	21	16	19	21	22	26	18	180
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1		1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on 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
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				3	4	5	4	11	8	14	13	8	70
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Impairment								2				1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	2		2	3	1	5	2	16
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2		3	3	1	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1	1		2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1	1	1			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1	1	3	2	3	1	1	15
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Alcohol and Tobacco								1					1
Property - Special Handling				28	23	18	34	38	31	41	27	34	274
Property - Special Handling - Damaged Items - Carry-On				5	1	2	5	3	2	1	4	3	26
Property - Special Handling - Damaged Items - Checked				5	2	7	7	14	8	12	5	11	71
Property - Special Handling - Missing Items - Carry-On				6	7	1	9	7	5	8	7	6	56
Property - Special Handling - Missing Items - 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 Employee								1		1	1		3
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/Confiscated Items						1	1	1	1	2	1	1	8
Screening - Security Breach				1	1	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	8	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
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination	1		5	2		1	1		1			1	12
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Screening of Religious or Cultural 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		1											1
Customer Service - Others	13	13	10	6	8			1	2				53
Customer Service - TSO	34	27	49	25	30	16	2	2	2	5	6	3	201

TSA Contact 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
Identification (ID) Requirements						1						1	2
Identification (ID) Requirements - Domestic						1						1	2
Locks	10	4	17	8	4	4			1	4	1	3	56
Locks - General				1									1
Locks - Missing or Damaged Lock	10	4	17	7	4	4			1	4	1	3	55
Lost and Found	4	3	9	9	10	3	1	1	1	1	2	3	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 - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Damaged/Missing Items	4	3	6	2	5	1	1					2	25
Mishandling of Passenger Property - Damaged/Missing Items - Private Screening Contractor	20	12	27	30	21	6	2	3	4	3	5	8	141
Mishandling of Passenger Property - Disposition	6	4	6	4		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 Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical	1				1								2
Persons w/ Disabilities (PWD) - Medically	2	1								1			4
Persons w/ Disabilities (PWD) - Metal Impairment	1				1								2
Persons w/ Disabilities (PWD) - Mobility	1	2	2	1									6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals			2								1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2								2
Persons w/ Disabilities (PWD) - Wheelchair	4	2	3			1							10
Property - Special Handling	32	26	30	34	19	17		3	7	11	18	13	210
Property - Special Handling - Damaged Items	4	2	1	2	1					1	1		12
Property - Special Handling - Damaged Items - Private Screening Contractor	7	2	8	4	3	2		2	4	4	5	5	46
Property - Special Handling - Missing Items	6	6	10	13	4	5				3	1	4	52
Property - Special Handling - Missing Items - Private Screening Contractor	15	16	11	15	11	10		1	3	3	11	4	100
Request for Assistance	1					1							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/Confiscated Items		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
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline			1			1				1	1	1	5
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service			1			1						1	3
Animals								1					1
Animals - Carry-On								1					1
Civil Rights	3	1		2	3	3	5	1	6	3	8	1	36
Civil Rights - Age									2				2
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	2	1			2		3	1	3		7	1	20
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	2	1		1	1	1		8
Civil Rights - Transgender Screening						1							1
Claims			1	1									2
Claims - General			1										1
Claims - Status				1									1
Customer Service	11	7	9	11	16	5	14	20	17	25	22	22	179
Customer Service - CSM			1										1
Customer Service - Others	1			2						1			4
Customer Service - TCC												1	1
Customer Service - TSO	10	7	8	9	16	5	14	20	17	24	22	21	173
Duplicate E-mail										1			1
Duplicate E-mail - General										1			1
Expedited Passenger Screening Program			7	3	3	16	22	38	42	59	86	98	374
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - TSA Application Program				1		1	1	6	2	2	4	6	23
Expedited Passenger Screening Program - TSA PreCheck			7	2	3	15	20	31	39	57	80	91	345
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1			1	3
General Aviation						1							1
General Aviation - General						1							1
Hazardous Materials Safety						1	1			1	2	3	8
Hazardous Materials Safety - General						1	1			1	2	3	8
Identification (ID) Requirements										3	1		4
Identification (ID) Requirements - Domestic										2	1		3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1

TSA Contact 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
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
Mishandling of Passenger Property	6	9	8	7	5		4	4	2	7	4	1	57
Mishandling of Passenger Property - Damaged	1	2	1	2	1		1	2		3			13
Mishandling of Passenger Property - Damaged or Destroyed	4	7	6	4	4		2	2	2	4	3		38
Mishandling of Passenger Property - Discarded	1		1	1			1				1	1	6
No Jurisdiction							1		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 Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes			1			1			1	1	1	1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General								2	1			1	4
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1			2	1	2		6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1		1			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								3		1	1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2		1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					1			1		2	5
Persons w/ Disabilities (PWD) - Service Animals		1								1	3		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1	1		2
Prohibited & Permitted Items	1		1		1	1	1	1	4	2	5		17
Prohibited & Permitted Items - Alcohol and Tobacco									1	1			2
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - Food/Beverages						1			1		1		3
Prohibited & Permitted Items - General			1						1	1	1		4
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Lighters/Matches	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1	1		2		4
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items											1		1
Property - Special Handling	8	7	3	6	9	6	10	7	17	8	18	14	113
Property - Special Handling - Damaged Items - Carry On		1			4	1	1	1	5	2	8	2	25
Property - Special Handling - Damaged Items - Checked	1			1	2	1	2	1	3	2	1	4	18
Property - Special Handling - Missing Items - Carry On	2	2	2	3	1	3	5	4	4	4	4	5	39
Property - Special Handling - Missing Items - Checked	5	4	1	2	2	1	2	1	5	5	5	3	31
Screening	7	9	2	2	3	6	7	13	17	15	13	17	111
Screening - Children										1			1
Screening - Inconsistency		1			3		1	1	2		1	3	12
Screening - Lengthy Lines	2					4	1	2	1	1	2	1	14
Screening - Opposite Gender												1	1
Screening - Procedures/Process	5	8	1	2		1	4	10	14	12	10	12	79
Screening - Retrieving Abandoned/Confiscated Items						1	1			1			3
Screening - Security Breach			1										1
2022	198	255	302	175	273	663							1,866
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				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	7							26
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - National Origin						2							2
Civil Rights - Profiling						1							1
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination	6	2	3	1	3								15
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1							2
Civil Rights - Transgender Screening				1									1
Claims		1											1
Claims - Status		1											1
Customer Service	25	29	32	24	20	25							155
Customer Service - CSM				1									1
Customer Service - TSO	25	29	32	23	20	25							154
Expedited Passenger Screening Program	125	177	198	122	216	581							1,419
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - Airline	1	2				1							4
Expedited Passenger Screening Program - Airport	1												1
Expedited Passenger Screening Program - Airport/TSA	10	25	20	4	13	11							83
Expedited Passenger Screening Program - TSA/DHS	113	149	178	118	202	568							1,328
Hazardous Materials Safety		3	1										4
Hazardous Materials Safety - General		3	1										4
Identification (ID) Requirements		2											2

TSA Contact 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
Identification (ID) Requirements - Domestic			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	3							11
Lost and Found - Airport/TSA		1	2	3	2	3							11
Mishandling of Passenger Property	2	3	4	2	1								12
Mishandling of Passenger Property - Dam	1	1	3										5
Mishandling of Passenger Property - Dam	1	2	1	2	1								7
No Jurisdiction	2	1	3	2	1	1							10
No Jurisdiction - Refer to CBP		1		2		1							4
No Jurisdiction - Refer to Other	2		3			1							6
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	3	2	1		4	4							14
Patdown - Flyer	1	1	1		4	4							11
Patdown - Flyer as Observer	2	1											3
Persons w/ Disabilities (PWD)	10	6	6	2	2	7							33
Persons w/ Disabilities (PWD) - Cancer (c	1												1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/C	1								1				2
Persons w/ Disabilities (PWD) - General	1		1			1	1						4
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1										2
Persons w/ Disabilities (PWD) - Medical D	2								1				3
Persons w/ Disabilities (PWD) - Medically	1								1				2
Persons w/ Disabilities (PWD) - Mobility D	1	2	1		1								5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees	2								1				3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1	2									3
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		2						1				4
Prohibited & Permitted Items	4	3	5										12
Prohibited & Permitted Items - Alcohol and	2												2
Prohibited & Permitted Items - Beauty & G	1												1
Prohibited & Permitted Items - Food/Beve	1	1	2										4
Prohibited & Permitted Items - General			3										3
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	4	10	18	6	9	15							62
Property - Special Handling - Damaged It	2	3	9	4	1	4							23
Property - Special Handling - Damaged Items - Checked			5	1	2	2							10
Property - Special Handling - Missing Item	1	5	2	1	2	7							18
Property - Special Handling - Missing Item	1	2	2		4	2							11
Screening	14	11	26	11	13	20							95
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6		2	1							12
Screening - International Screening						1							1
Screening - Lengthy Lines	4	1	6	1	2	3							17
Screening - Procedures/Process	8	8	14	9	5	15							59
Screening - Retrieving Abandoned/Confiscated Items				1	3	1							5

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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
EYW	3	9	12	12	13	14	6	7	6	3	6	9	100
2019					1	1	1		3			1	7
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Screening					1								1
Screening - Procedures/Process					1								1
2020		1	2	2	2	1				1	1	1	11
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Mishandling of Passenger Property			1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						2							2
Patdown - Flyer						2							2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening		1											1
Screening - Procedures/Process		1											1
2021		1			3	2	5	7	3	2	5	7	35
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service		1							1		1		3
Customer Service - TSO		1							1		1		3
Expedited Passenger Screening Program						1	3	3	1	2	3	4	17
Expedited Passenger Screening Program - TSA Application Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck						1	3	2	1	2	3	3	15
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1	1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening					1		1					3	5
Screening - Inconsistency					1							3	4
Screening - Procedures/Process							1						1
2022	3	7	10	10	7	10							47
Customer Service			2										2
Customer Service - TSO			2										2
Expedited Passenger Screening Program	2	6	8	9	7	8							40
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	2	5	8	8	7	8							38
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1						1						2
Screening - Procedures/Process	1						1						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
FAI	14	6	9	10	13	18	8	3	9	18	13	10	131
2019				3	7	7	5	1	5	13	5	6	52
Civil Rights				2					1				3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination				1					1				2
Customer Service					1	3	3				1		8
Customer Service - TSO					1	3	3				1		8
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	4	1			5	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown									2	3			5
Patdown - Flyer									2	3			5
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Items - Checked								1		3		1	5
Screening					5		1		2	1	1	4	14
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					4	4	1		2	1	1	3	12
2020	7	4	5	4	3	4	1	1	1		5		35
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination											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	1		1	2		1					1		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Dam	1	1				1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				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 (general) Not		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	1		1		1	1		1					5
Property - Special Handling - Damaged Items - Checked						1		1					2
Property - Special Handling - Missing Items	1		1		1								3
Screening	1		1		1						2		5
Screening - Children			1										1
Screening - Procedures/Process	1										2		3
Screening - Security Breach						1							1
2021	4	1				2	2	1	3	5	3	4	25
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										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 PreCheck									1	1		1	3
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			1	1		4
Property - Special Handling	1	1						1	1	1	1	2	8
Property - Special Handling - Damaged It	1										1	2	4
Property - Special Handling - Missing Items - Checke		1						1	1	1			4
Screening	2						1						3
Screening - Procedures/Process	2						1						3
2022	3	1	4	3	3	5							19
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	1	1	2	2	1	4							11
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	2	1		4							8
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items	1												1
Screening				1		1							2
Screening - Inconsistency						1							1

TSA Contact 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
Screening - Procedures/Process				1									1
FAR	8	10	13	8	7	11	3	7	5	7	13	7	99
2019				1	1	1	2	4	5	4	5	6	29
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service								1					1
Customer Service - TSO								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	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown							1	1	1	1	2		6
Patdown - Flyer							1	1	1	1	2		6
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling							1		2	2	1		6
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked						1			1	2			4
Screening				1	1				1	1	1	1	6
Screening - Inconsistency													1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1	1				1		1		4
2020	3	3	1	2	1					1	2		13
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							1		4
Mishandling of Passenger Property - Damaged/Missin		1	1	1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling		2				1					1		4
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item		1			1								2
Screening		1								1			2
Screening - Procedures/Process		1								1			2
2021	2	2	2				1	3		2	6	1	19
Civil Rights											2		2
Civil Rights - Racial Profiling or Discrimination											2		2
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								2		1	3	1	7
Expedited Passenger Screening Program - TSA PreCheck								2		1	3	1	7
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--C				1			1						2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Property - Special Handling		2								1			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening		2									1		3
Screening - Procedures/Process		2									1		3
2022	3	5	10	5	5	10							38
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	4	9	5	4	7							32
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	3	4	9	5	1	7							29
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes													1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
FAT	16	17	13	19	14	28	12	8	13	10	15	17	182
2019				6	5	7	8	2	2	5	5	6	46
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1	1		2	1		1	2	2	10
Customer Service - Others				1	1		1			1			5
Customer Service - TSO							1	1			2	1	5
Locks				1									3
Locks - Missing or Damaged Lock				1									3
Mishandling of Passenger Property				1	1	1	2		1				6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	1		1				5
Patdown													1
Patdown - Flyer													2

TSA Contact 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
Persons w/ Disabilities (PWD)						1		1		1		1	4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				3	2	2				2	2		11
Property - Special Handling - Damaged Items - Checked				1	2	1				1	2		7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				1		1				1			3
Screening						2	3	1	1		1	1	9
Screening - Inconsistency						1							1
Screening - Procedures/Process						1	3	1	1		1	1	8
2020	4	6	4	7	3	2	3	3	1	1	2	4	40
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		2	1			1	1	1			1	1	9
Customer Service - Others		1				1						1	3
Customer Service - TSO		1	1			1		1			1		6
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	3	1			3	1		1	2		1	1	14
Mishandling of Passenger Property - Dam	3	1			2			1	2		1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1								2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling		1	1	2			1			1			8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - 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	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 Discrimination										1			1
Customer Service	2	1		1	1	3	1		2	2	3	1	17
Customer Service - Others										1			1
Customer Service - TCC											1		1
Customer Service - TSO	2	1		1	1	3	1		2	1	2	1	15
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1			1		1	2		3	3	11
Expedited Passenger Screening Program - Over 75						1							1
Expedited Passenger Screening Program - TSA PreCheck			1					1	2		3	3	10
Mishandling of Passenger Property		1		1		1						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missii		1										1	2
Patdown				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) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling	2					1		2	1				6
Property - Special Handling - Damaged Items - Carry-On								1	1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1					1		1					3
Screening	1		2			1			4			1	9
Screening - Children									1				1
Screening - Inconsistency			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1			3			1	6
2022	7	9	6	3	5	12							42
Civil Rights		1											1
Civil Rights - Perceived Religion		1											1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Expedited Passenger Screening Program	5	5	4	2	3	6							25
Expedited Passenger Screening Program - TSA Appl	1		1										2
Expedited Passenger Screening Program	5	4	3	2	3	6							23
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling				1		2							3
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	2		1		1	3							7
Screening - Procedures/Process	2		1		1	3							7

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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
FAY	7	5	6	6	6	14	5	8	7	8	5	5	82
2019				2	3	5	4	5	1	3	2	5	25
Customer Service				1	2								3
Customer Service - TSO				1	2								3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					1	2	1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling						1	1	3		1			6
Property - Special Handling - Damaged Items - Checked						1		2					3
Property - Special Handling - Missing Items - Checked							1	1		1			3
Screening						1	2	2			2		7
Screening - Gate Pass							1						1
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process						1		1			2		4
2020	2	3	6	1	1	1		2	1	2	2	2	23
Customer Service		1		1								1	3
Customer Service - TSO		1		1								1	3
Mishandling of Passenger Property						1		1		2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1		1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			2									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) - Metal Implants (joint)												1	1
Property - Special Handling		2	1		1			1			1		6
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Carry-On			1		1								2
Property - Special Handling - Missing Items - Checke		1											1
Screening	2		3						1				6
Screening - Inconsistency	1												1
Screening - Procedures/Process			3						1				4
Screening - Retrieving Abandoned/Confis	1												1
2021	2	1		2		4	1	1	5	3	1	3	23
Customer Service	1			1					1	1			4
Customer Service - TSO	1			1					1	1			4
Expedited Passenger Screening Program									1		1	2	4
Expedited Passenger Screening Program - TSA PreCheck									1		1	2	4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Food/Beverages										1			1
Property - Special Handling		1		1			1	1	2				6
Property - Special Handling - Damaged Items - Checked				1					1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checke		1					1	1					3
Screening	1					2				1		1	5
Screening - Procedures/Process	1					2				1		1	5
2022	3	1		1	2	4							11
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1			1	1	2							5
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1			1		1							3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Screening	1					1							2
Screening - Procedures/Process	1					1							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
FLG	2	2	1	2	1	4	1	1	1	2	2	1	20
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 - Disarrayed Items--Carry-on or Checked											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 Item	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 Transgender							1						1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program										2		1	3
Expedited Passenger Screening Program - TSA PreCheck										2		1	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
2022	1		1	1		2							5
Expedited Passenger Screening Program	1		1	1		1							4
Expedited Passenger Screening Program	1		1	1		1							4
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment								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
FLL	215	227	266	325	344	392	169	192	193	236	214	187	2,960
2019				89	89	94	102	107	90	117	94	69	851
Civil Rights				4	2	2		6	4	10	3	1	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 Discrimination				1	1			4	2	4	1		13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1		3		1	7
Civil Rights - Sexual Orientation - Not Transgender					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 - International Travel											1		1
Locks				4	5	3	7	4	5	4	5	2	39
Locks - General									1				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					1	1	2	1					5
Mishandling of Passenger Property				27	23	29	30	23	24	40	25	20	241
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	2	4	4		3			3	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	17	22	22	22	16	39	23	16	197
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	4	3	3	1	5	1	1	1	21
Patdown				2	6	3	3	3	2	4	2	4	29
Patdown - Children						1							1
Patdown - Flyer					6	2	3	3	2	4	2	4	26
Patdown - Flyer as Observer				2									2
Persons w/ Disabilities (PWD)				6	7	4	7	4	9	2	4	5	48
Persons w/ Disabilities (PWD) - Autism Spectrum									1		1		2
Persons w/ Disabilities (PWD) - Breast Cancer					1				1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes										1		1	2
Persons w/ Disabilities (PWD) - General					1				1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1				1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1			2						3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											2		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				3	2	1	1	1	2			2	12
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1						1			2
Persons w/ Disabilities (PWD) - Service Animals					1		1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							3						3
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ 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 Items - Carry-On				6	3	7	3	4	4	2	1	4	34
Property - Special Handling - Damaged Items - Checked				5	8	6	7	13	3	4	5	9	60
Property - Special Handling - Missing Items - Carry-On				7	4	2	11	8	2	6	5	4	49
Property - Special Handling - Missing Items - Checked				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 Employee												1	1
Screening - Inconsistency				1									1
Screening - Lengthy Lines										2			2
Screening - Procedures/Process				5	10	8	5	13	10	7	8	5	71
Screening - Retrieving Abandoned/Confiscated Items					1	1						1	3
Screening - Security Breach							2	1				1	4
2020	87	90	95	102	92	68	6	9	24	33	31	37	674
Advanced Imaging Technology (AIT)	1					1							2
Advanced Imaging Technology (AIT) - Flyer	1					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 Discrimination			1	1	3				1	1		2	9
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			2					2			5
Civil Rights - Sexual Orientation - Not Transgender				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	29	32	27	16	2	3	7	6	5	8	189
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	2	3	4	1		1		2	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	22	23	22	26	21	11	1	1	7	4	4	7	149
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1		1		2							5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	5	5	2	2	2	1	1				1	20
Patdown	1	2	1		4	1		2		2			13
Patdown - Flyer	1	2	1		3	1		2		1			11

TSA Contact 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
Patdown - Flyer as Observer						1					1		2
Persons w/ Disabilities (PWD)	2	4	5	10	5					2	3		31
Persons w/ Disabilities (PWD) - Breast Cancer		1	1										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes						2							2
Persons w/ Disabilities (PWD) - General			1								1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1						1			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1						1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1										1		2
Persons w/ Disabilities (PWD) - Wheelchair	1		1	5	3						1		11
Property - Special Handling	34	22	35	28	26	21	2	2	11	11	16	14	222
Property - Special Handling - Damaged Items	3	3	6	5	4	4							27
Property - Special Handling - Damaged Items	7	8	7	1	2	3			4	4	4	4	44
Property - Special Handling - Missing Items	9		7	2	10	3		2	1	3	4		41
Property - Special Handling - Missing Items	15	11	15	20	10	11	2		6	4	8	8	110
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2
Screening	8	8	6	8	6	12	2	1	1	5	2	5	64
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines				1		1							3
Screening - Procedures/Process	8	8	4	5	6	10	2	1	1	4	1	3	53
Screening - Retrieving Abandoned/Confiscated Items			1	1		1							3
Screening - Security Breach			1	1									2
2021	44	34	26	16	39	45	61	76	79	86	89	81	676
Airline			1	1					2	1	2		7
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1	1					2		2		6
Civil Rights	1	2	1	3	1	1	5	3	1	2	4	3	27
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns					1								1
Civil Rights - National Origin				1							1		2
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	1	1	1			1	2	1	1	2	2	2	14
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1	1				1	4
Civil Rights - Sexual Orientation - Not Transgender							1				1		2
Claims			1										1
Claims - General			1										1
Customer Service	7	5	7	3	15	9	7	9	12	11	7	8	100
Customer Service - CSM			1						1	1			3
Customer Service - Others	1				1					1			3
Customer Service - TSO	6	5	6	3	14	9	7	9	11	9	7	8	94
Expedited Passenger Screening Program			5	1	5	10	20	35	30	39	40	53	238
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program							4	4		2		2	12
Expedited Passenger Screening Program - TSA PreCheck			5	1	5	10	16	29	30	37	38	51	222
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety				2	1								3
Hazardous Materials Safety - General				2	1								3
Identification (ID) Requirements			1	1							2		4
Identification (ID) Requirements - Domestic			1	1							1		3
Identification (ID) Requirements - Real ID											1		1
Locks	1	1	2								1		5
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1	1								1		4
Lost and Found	1	1	1						1				4
Lost and Found - Airport/TSA	1	1	1						1				4
Mishandling of Passenger Property	6	10	3	3	5	3	5	5	4	4		2	50
Mishandling of Passenger Property - Damaged/Missing Items--C			2	3	2	1		2		1			11
Mishandling of Passenger Property - Damaged/Missing Items--D	5	9	1		2	2	3	2	3	2		2	31
Mishandling of Passenger Property - Disposition	1	1			1		2	1	1	1			8
No Jurisdiction			1				1			1	1	1	5
No Jurisdiction - Refer to CBP			1				1			1			3
No Jurisdiction - Refer to Other											1	1	2
No Subject					1								1
No Subject - General					1								1
Patdown					2	2			3	4	4		15
Patdown - Children										1			1
Patdown - Flyer					1	2			3	4	3		13
Patdown - General					1								1
Persons w/ Disabilities (PWD)	4	2	1			1	1	2	2	2	3	2	20
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		1							1	1			3
Persons w/ Disabilities (PWD) - General						1		1		1		1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1										2		3
Persons w/ Disabilities (PWD) - Mobility Disability (N	1	1	1										3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									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
Persons w/ Disabilities (PWD) - Wheelchair	1						1						2
Prohibited & Permitted Items					1				1	2	3	1	8
Prohibited & Permitted Items - Alcohol and Tobacco										2		1	3
Prohibited & Permitted Items - Food/Beverages											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1				1		1		3
Property - Special Handling	13	10	2		2	7	13	16	16	14	15	5	113
Property - Special Handling - Damaged Items	3	2	2			3	4	3	7	2	11	2	39
Property - Special Handling - Damaged Items - Carry-On	1	1				1	1	1	2	2			10
Property - Special Handling - Missing Items	3	1				3		7	5	4	2	1	26
Property - Special Handling - Missing Items - Carry-On	6	6			2		8	5	2	6	2	1	38
Request for Assistance										1			1
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1			1
Screening	11	3		2	6	12	9	6	7	5	7	6	74
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			5		2	1	3	1	1		14
Screening - Lengthy Lines	1					1	3	1			1		7
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	185							759
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	3		4	4	4	1							16
Civil Rights - Age						1							1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1								2
Civil Rights - Not Specified							1						1
Civil Rights - Racial Profiling or Discrimination	3		2	2	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims	1												1
Claims - General	1												1
Customer Service	9	12	10	10	8	17							66
Customer Service - CSM	1												1
Customer Service - Others					1	1							2
Customer Service - TSO	8	12	10	10	7	16							63
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	44	70	108	80	96	139							537
Expedited Passenger Screening Program - DoD						2							2
Expedited Passenger Screening Program - TSA Appl		6	3	5	7	4							25
Expedited Passenger Screening Program	44	62	105	75	88	133							507
Expedited Passenger Screening Program - TSA/DHS		2			1								3
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Identification (ID) Requirements			1			2							3
Identification (ID) Requirements - Domestic						2							2
Identification (ID) Requirements - International Travel			1										1
Locks	1						1						2
Locks - Missing or Damaged Lock	1						1						2
Lost and Found	1		1	2			1						5
Lost and Found - Airport/TSA	1		1	2			1						5
Mishandling of Passenger Property	3	4	4	1	1								13
Mishandling of Passenger Property - Damaged	1	1	2		1								5
Mishandling of Passenger Property - Damaged - Carry-On	2	2	2	1									7
Mishandling of Passenger Property - Disarrayed Item	1												1
No Jurisdiction	1	1				1							3
No Jurisdiction - Refer to CBP	1	1				1							3
Patdown	3	2	2			3	3						13
Patdown - Flyer	3	2	2			2	3						12
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	1	1	3	1	1	2							9
Persons w/ Disabilities (PWD) - General		1	1										2
Persons w/ Disabilities (PWD) - Medically	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1			1							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Packs	1												1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	8	8	8	11	2	7							44
Property - Special Handling - Damaged Items	4	2	4	5	1	2							18
Property - Special Handling - Damaged Items - Carry-On	2	3	1	1		1							8
Property - Special Handling - Missing Items - Carry-On	1			4	1	2							8
Property - Special Handling - Missing Items	2	2	3	1		2							10
Screening	7	4	4	9	5	13							42
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency			1	1	1	1							4
Screening - Lengthy Lines							3						3
Screening - Procedures/Process	7	4	3	8	3	9							34

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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
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 - Damaged/Missing Items--Checked Bag				1				1					2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									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 - Damaged/Missing Items--Checked Baggage							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

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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
FNL						1	3				1		5
2021											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2022						1	3						4
Expedited Passenger Screening Program						1	3						4
Expedited Passenger Screening Program - TSA PreCheck						1	3						4

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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
FNT	3	5	7	8	12	8	3	5	3	3	2	2	61
2019				1	1	1	2	3	1	2	2		13
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service							1	1	1		1		4
Customer Service - TSO							1	1	1		1		4
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Property - Special Handling					1				1		2		4
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked					1					1			2
Screening								1					1
Screening - Procedures/Process								1					1
2020			1	3	3		1	1		1		1	11
Civil Rights				1									1
Civil Rights - Hair Patdowns				1									1
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1					1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1					1			3
Patdown			1	1	1								3
Patdown - Flyer			1	1	1								3
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2021	1	1		1		2		1	2			1	9
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening	1							1					2
Screening - Procedures/Process	1							1					2
2022	2	4	6	3	8	5							28
Customer Service		1	1		1								3
Customer Service - Others			1										1
Customer Service - TSO		1			1								2
Expedited Passenger Screening Program	2	1	2	2	7	3							17
Expedited Passenger Screening Program	2	1	2	2	7	3							17
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		1											1
Screening		1	1			2							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	1			1							3

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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
FOD	2									1			3
2020	2												2
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2021													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													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
FSD	14	5	7	15	15	10	4	3	4	7	6	6	96
2019					4	2	1	2	2	2	1	1	15
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											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 Necessary Medication and Medical Supplies						1							1
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked										1			1
Screening					2				1	1			5
Screening - Procedures/Process					1				1	1			4
Screening - Security Breach					1							1	1
2020	5	1	3	4	3					2			18
Civil Rights										2			2
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination										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	1			1									2
Mishandling of Passenger Property - Damaged	1			1									2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Property - Special Handling	3				1								4
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	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 Discrimination							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 PreCheck						2	1			1	3	5	12
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1				1				1				3
Screening - Procedures/Process	1				1								3
2022	7	4	4	11	7	6							39
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	2	3	10	6	5							32
Expedited Passenger Screening Program - TSA Application Program				3									3
Expedited Passenger Screening Program	6	2	3	7	6	5							29
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Screening		2		1	1	1							5
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1			1	1							3

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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
FSM			2	1	3	1	3	2		4			16
2019				3	1		1		2				7
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				1					1				2
Patdown - Flyer				1					1				2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1	1			1					3
Screening - Procedures/Process				1	1			1					3
2021		1				1	1		2				5
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA PreCheck								1		1			2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening		1											1
Screening - Inconsistency		1											1
2022		1	1			2							4
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA PreCheck								2					2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		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
FWA	7	10	8	2	5	7	4	7	4	6	3	7	70
2019						1	1	1	3	1	3	3	13
Mishandling of Passenger Property									2		2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		2	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling							1		1	1	1		4
Property - Special Handling - Damaged Items - Checked									1	1	1		3
Property - Special Handling - Missing Items - Checked							1						1
Screening						1							2
Screening - Procedures/Process						1							2
2020	2	1	4	1	1			2		2		1	14
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	1		1			1		2			7
Mishandling of Passenger Property - Damaged	1		1		1			1		2			6
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown				1									1
Patdown - Non-Flyer				1									1
Property - Special Handling	1		1										2
Property - Special Handling - Missing Items	1		1										2
Screening			1									1	2
Screening - Procedures/Process			1									1	2
2021	5	2	1			3	3	4	1	3		3	25
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							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				3	5
Expedited Passenger Screening Program - TSA PreCheck							1	1				3	5
Mishandling of Passenger Property	1					1			1	1			4
Mishandling of Passenger Property - Damaged	1					1			1	1			4
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling	2	1				2							5
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items	1	1											2
Property - Special Handling - Missing Items - Checked						2							2
Screening	1							1		2			4
Screening - Inconsistency										2			2
Screening - Procedures/Process	1							1					2
2022		7	3	1	4	3							18
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		5	3	1	3	3							15
Expedited Passenger Screening Program - TSA PreC		5	3	1	3	3							15
Screening		1											1
Screening - Inconsistency		1											1

TSA Contact 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
GCC	2					2		1			1		6
2020	2					1							3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1												1
Screening - Procedures/Process	1												1
2021								1			1		2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact 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		3
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2020		1		1					1	2			5
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Property - Special Handling		1							1	1			3
Property - Special Handling - Damaged Items - Check		1							1	1			3
2021				1	1				1				3
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening				1									1
Screening - Procedures/Process				1									1
2022	1			1	1								3
Customer Service					1								1
Customer Service - TCC					1								1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
GDV				1									1
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				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
GEG	44	31	28	39	44	45	15	20	24	36	39	30	395
2019				12	13	13	6	9	12	15	23	13	116
Civil Rights						1		1					2
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								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								5
Locks - Missing or Damaged Lock				2	1								5
Mishandling of Passenger Property				3	4	2	2	4	2	7	6	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	4	1	1	2	2	3	5	5	25
Mishandling of Passenger Property - Disarrayed Items--Carry-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 Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling				2	2	2	1	1	3	4	5	2	22
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked					1			1	1	1		1	5
Property - Special Handling - Missing Items - Carry-On				1					1		1		3
Property - Special Handling - Missing Items - Checked				1	1	2			1	3	4	1	13
Screening				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/Confiscated Items										1			1
2020	13	12	9	7	11	7	1		4	4	3	6	77
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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 - Damaged/Missing Items--Carry-on or Checked	3		2		2	1				2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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 /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	2	1	2	2		1		1	2	1	3	17
Property - Special Handling - Damaged Items - Checked			1		1					1		1	4
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	1	2		1	1		1		1	1	1	2	11
Screening	1	3	2	1	1	4			1		1		14
Screening - Lengthy Lines		2											2
Screening - Procedures/Process	1	1	2	1		4			1		1		11
Screening - Retrieving Abandoned/Confiscated Items						1							1
2021	6	2	5	8	5	6	8	11	8	17	13	11	100
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service			2	6	3	2	2	2	2			2	21
Customer Service - Others			1										1
Customer Service - TSO			1	6	3	2	2	2	2			2	20
Expedited Passenger Screening Program				1	1		2	2	1	8	6	5	26
Expedited Passenger Screening Program - TSA Application Program				1							1		2
Expedited Passenger Screening Program - TSA PreCheck					1		2	2	1	8	5	5	24
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4	1	2					1	1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	1	2										6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1							1	1		1	1	5
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1	1		1	1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											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
Property - Special Handling	1			1	1	2	2	2	4	3	2		18
Property - Special Handling - Damaged Items - Carry-On					1	1				2			4
Property - Special Handling - Damaged Items - Checked	1						1		3				5
Property - Special Handling - Missing Items - Carry-On						1		1	1				3
Property - Special Handling - Missing Items - Checked				1			1	1		1	2		6
Screening		1	1			2	1	2		4	3	3	17
Screening - Inconsistency						1	1				2	1	5
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process		1	1					1		3	1	2	9
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	25	17	14	12	15	19							102
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1	1											2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3	1	2	3	1	1							11
Customer Service - Others					1								1
Customer Service - TSO	3	1	2	3		1							10
Expedited Passenger Screening Program	15	12	10	8	9	12							66
Expedited Passenger Screening Program - Checked	1												1
Expedited Passenger Screening Program - Damaged/Checked	1	1				1							3
Expedited Passenger Screening Program - Missing/Checked	13	10	10	8	9	11							61
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks	1				2								3
Locks - Missing or Damaged Lock	1				2								3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property					1	2							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	3											5
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked	2												2
Property - Special Handling - Missing Items - Checked		2											2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2		1	1	1	2							7
Screening - Inconsistency						1							1
Screening - Lengthy Lines	2				1								3
Screening - Procedures/Process			1	1		1							3

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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
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 Items - Checked						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 - Damaged/Missi			1										1
2021	1	1				1	1		1	1	1		7
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									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 - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - 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

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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
GGG	2	1		1	1	1	1	3	2	3	3	3	21
2019				1	1	1	1	1	2	3	1	3	8
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property				1				1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1	1				3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2020	1	1					1				2	1	6
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	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											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2021	1					1		2				2	6
Civil Rights								1					1
Civil Rights - National Origin								1					1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling								1				1	2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening							1						1
Screening - Procedures/Process							1						1
2022					1								1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					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	
GGW													2	2
2021													2	2
Customer Service													1	1
Customer Service - TSO													1	1
Screening													1	1
Screening - Procedures/Process													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
GJT	5	6	9	3	4	6	2	5	5	2	8	9	64
2019				1	1	2	2	3	1		1	2	13
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling					1		1	1	1				5
Property - Special Handling - Missing Items - Carry-On					1				1				2
Property - Special Handling - Missing Items - Checked							1	1				1	3
Screening						1	1						3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						1						1	2
2020	1	2	2	1				1	1			1	9
Mishandling of Passenger Property	1	1	1						1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown													1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening			1										2
Screening - Procedures/Process			1										2
2021	1	1	2			2		1	3	2	7	6	25
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program						1			1	1	3	3	9
Expedited Passenger Screening Program - TSA PreCheck						1			1	1	3	3	9
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Property - Special Handling	1		1			1			1		2	1	7
Property - Special Handling - Damaged Items - Carry-On	1					1					1	1	4
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked									1		1		2
Screening			1										2
Screening - Inconsistency													1
Screening - Procedures/Process			1										1
2022	3	3	5	1	3	2							17
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Customer Service			1	2									3
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	1	2	2	1	3								9
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	1	2	2		3								8
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1									1
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Tobacco	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
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 - Disarrayed Item			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
Screening	1	1											2
Screening - Procedures/Process	1	1											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
GNV	5	3	2	2	10	4	5	5	4	9	4	3	56
2019							1	2	3	1	3	2	12
Civil Rights											1	2	3
Civil Rights - Racial Profiling or Discrimination											1	2	3
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			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
2020	1		1		2	2		3	1	2	1	1	14
Customer Service					1			1		1			3
Customer Service - TSO					1			1		1			3
Locks			1						1				2
Locks - Missing or Damaged Lock			1						1				2
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1				1								2
Property - Special Handling						1				1	1	1	4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening						1		2					3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process						1		1					2
2021	1	1			2		4			6			14
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program							1			2			3
Expedited Passenger Screening Program - TSA PreCheck							1			2			3
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										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
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening			1		1		2			1			5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1		1		1			1			4
2022	3	2	1	2	6	2							16
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	1	1	1	2	2							10
Expedited Passenger Screening Program - TSA PreCheck	2												2
Expedited Passenger Screening Program - Damaged/Missing Items--Checked Baggage	1	1	1	1	2	2							8
Patdown		1			1								2
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
Screening - Procedures/Process					2								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
GPI	5	3	1	6	2	7	1	3	4	4	7	6	49
2019				1				3	3	1	1	2	11
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									1				1
Customer Service - Others									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown								2				1	3
Patdown - Flyer								2				1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1			1	2
Screening - Inconsistency									1				1
Screening - Procedures/Process												1	1
2020	1					2	1			1			5
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked							1						1
2021	1					2			1	2	6	4	16
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1									1	1		3
Customer Service - TSO	1									1	1		3
Expedited Passenger Screening Program											4	3	7
Expedited Passenger Screening Program - TSA PreCheck											4	3	7
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening								1				1	2
Screening - Procedures/Process								1				1	2
2022	3	3	1	5	2	3							17
Customer Service		2											2
Customer Service - TSO		2											2
Expedited Passenger Screening Program	3		1	5	2	3							14
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	3			4	2	3							12
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		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
GPT	11	21	15	13	13	23	9	4	4	10	6	10	139
2019				3	1	7	3	4		4	4	2	28
Civil Rights											1		2
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination											1		1
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
Mishandling of Passenger Property				1		3		1				2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2		1				2	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Patdown								1		1			2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1							2		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1						1			3
Screening				1	1	2							5
Screening - Inconsistency						1							2
Screening - Procedures/Process					1	1							2
Screening - Retrieving Abandoned/Confiscated 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 Discrimination					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 - Damaged/Missing Items--Checked Baggage	1			1	1							1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2	1	1	2	1				1				8
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1		1						1				3
Property - Special Handling - Missing Items - Checked		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							1						2
Civil Rights - Racial Profiling or Discrimination							1						2
Customer Service							2						3
Customer Service - TSO							2						3
Expedited Passenger Screening Program				1					2	3			9
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck				1					2	2			7
Mishandling of Passenger Property						1	2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)			1				1						2
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to			1										1
Property - Special Handling				1		2				1			4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked						1				1			2
Screening		1			1					1		1	4
Screening - Procedures/Process		1			1					1		1	4
2022	5	15	9	4	8	12							53
Civil Rights				2									2
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1									1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	3	11	6		4	12							36
Expedited Passenger Screening Program - DoD		1				3							4
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	9	6		4	9							31
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Persons w/ Disabilities (PWD)				1	2								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		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
Property - Special Handling			1		1								2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked					1								1
Screening		2	2		1								5
Screening - Inconsistency		1											1
Screening - Procedures/Process		1	2		1								4

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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
GRB	6	3	6	7	6	3	3	5	6	5	10	7	67
2019				1	6	1	3	3	2	5	2	2	17
Civil Rights							1				2		3
Civil Rights - Racial Profiling or Discrimination							1				2		3
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				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Patdown								1			1	1	3
Patdown - Flyer								1				1	2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening								1			1	1	3
Screening - Procedures/Process								1			1	1	3
2020	2	1	3	3	1			1		4	1	2	18
Customer Service	1											1	2
Customer Service - TSO	1											1	2
Mishandling of Passenger Property			1	2						1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2						1			4
Patdown	1	1	1	1	1								5
Patdown - Flyer	1	1	1	1	1								5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Property - Special Handling								1		2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked								1		1			2
Screening			1								1	1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1									1	2
2021	1							1	4	1	4	3	14
Customer Service	1							1				1	3
Customer Service - TSO	1							1				1	3
Expedited Passenger Screening Program									3		4	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									3		3	1	7
Identification (ID) Requirements									1			1	2
Identification (ID) Requirements - Domestic												1	1
Identification (ID) Requirements - Real ID									1				1
Patdown										1			1
Patdown - Flyer										1			1
2022	3	2	3	3	5	2							18
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program	2	1	2	2	3	2							12
Expedited Passenger Screening Program - TSA Application Program	2	1	1	2	3	2							11
Expedited Passenger Screening Program - TSA PreCheck													1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				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
GRI				3		4	1	4	1				13
2019								1	1				2
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2020				2									2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				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 Medical Devices									2				2
2022				1		4							5
Expedited Passenger Screening Program				1		4							5
Expedited Passenger Screening Program - TSA PreCheck				1		4							5

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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
GRK	3	2	4	6	6	3	3	4	6	6	2	7	52
2019				3	6	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	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1	1			2	5
Property - Special Handling				1					1	2	1		5
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Items - Checked				1					1	1			3
Screening									1				1
Screening - Procedures/Process									1				1
2020	1	2	1	1	1	1					1	2	10
Civil Rights											1		1
Civil Rights - Constitutional Rights											1		1
Mishandling of Passenger Property	1	1					1						4
Mishandling of Passenger Property - Damaged/Missing Items - Checked		1					1						3
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1												1
Property - Special Handling		1		1									3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked		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 PreCheck									1	1			2
Mishandling of Passenger Property	1			1				1				1	4
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1			1				1				1	4
Patdown								1					1
Patdown - Flyer as Observer								1					1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling					1		1						2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1				1	1		1	4
Screening - Procedures/Process					1				1	1		1	4
2022			2		2	2							6
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			2		2								4
Expedited Passenger Screening Program - TSA PreCheck			2		2								4
Screening						1							1
Screening - Procedures/Process						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
GRR	17	21	25	29	28	46	19	19	15	31	19	32	301
2019				5	1	7	12	11	9	13	6	13	77
Civil Rights									1	1		1	3
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										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 - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		1	4	3	3		1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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 Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Property - Special Handling				1	1	2	2	5		1	1	3	16
Property - Special Handling - Damaged Items - Checked					1			2			1	3	7
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - 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	12	13	6	6	2	2	3	7	3	8	79
Civil Rights	1				1			1					3
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service	1	2		2	2					2		1	10
Customer Service - TSO	1	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	4	5	6	1		1			2	2	1	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	2	5	6	1		1			2	2	1	24
Mishandling of Passenger Property - Disarrayed Item		2											2
Patdown			1	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 Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1					1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling	3	2	3	3	2		1		1	2		2	19
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged Items - Checked	1	1	1										3
Property - Special Handling - Missing Items - Carry-On	1									1			2
Property - Special Handling - Missing Items - Checked	1	1	1	2	2		1		1	1		2	12
Screening			1	1		3			1			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 Discrimination											1	2	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	1
Customer Service	1	1	1		1				1	4	1		9
Customer Service - TSO		1	1		1				1	4	1		9
Expedited Passenger Screening Program							3	1	2	3	7	6	22
Expedited Passenger Screening Program - TSA Application Program							1				1		2
Expedited Passenger Screening Program - TSA PreCheck							2	1	2	3	6	6	20
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1				2		3		1			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1				1		2		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown										1		1	2
Patdown - Flyer as Observer												1	1
Patdown - Non-Flyer										1			1
Property - Special Handling		1				2	1	2		1		1	8
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked		1						1				1	3
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked						1							1

TSA Contact 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
Screening					1	1	1				1	1	5
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency												1	1
Screening - Procedures/Process						1	1				1		3
2022	7	10	12	11	18	27							85
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Customer Service		3											3
Customer Service - TSO		3											3
Expedited Passenger Screening Program	5	7	10	10	13	26							71
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	4	7	10	10	12	26							69
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	1												1
Patdown	1					2							3
Patdown - Flyer	1					2							3
Persons w/ Disabilities (PWD)			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening						1							1
Screening - Procedures/Process						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
GSN	1		1			2	1					2	7
2019												2	2
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
2020	1		1										2
Property - Special Handling	1		1										2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item		1											1
2021							1						1
Screening							1						1
Screening - Inconsistency							1						1
2022						2							2
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
GSO	16	21	22	13	21	40	10	7	24	11	12	10	207
2019				1	1	4	5	6	9	3	7	8	44
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1	1	1	3		2	2	2	2	14
Customer Service - Others										1	2		3
Customer Service - TSO				1	1	1	3		2	1		2	11
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1	1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1			1	4
Patdown						1	1	1	1				5
Patdown - Flyer						1	1	1	1				5
Persons w/ Disabilities (PWD)									1		2	1	4
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) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling						1		3			1	2	7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked						1		2					4
Property - Special Handling - Missing Items - Checked											1	1	2
Screening									3	1	2	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									3		1		4
Screening - Retrieving Abandoned/Confiscated Items											1		1
2020	6	10	6	4	8	6	2		5	2			49
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	1	1			1	1							4
Civil Rights - Racial Profiling or Discrimination	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 - Damaged/Missing Items--Checked Baggage		2		1	1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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 Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1				1							2
Property - Special Handling		2	1		1	1	1		2				8
Property - Special Handling - Damaged Items - Checked						1	1		1				3
Property - Special Handling - Missing Items - Carry-On		1			1								2
Property - Special Handling - Missing Items - Checked		1	1						1				3
Screening	2		4	1	1				1				9
Screening - Lengthy Lines			1										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	1	8
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1	2		3		6
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									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 - Damaged/Missing Items--Checked Baggage	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) - Prosthesis/Amputees and Casts									1	1			2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling							2		2				4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked							1		2				3
Screening	1					1			1	1			4
Screening - Inconsistency						1							1
Screening - Procedures/Process									1	1			2
Screening - Security Breach	1												1
2022	8	10	13	7	12	25							75
Civil Rights					1	2							3

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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
Civil Rights - Profiling													1
Civil Rights - Race													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service		2		1									4
Customer Service - TSO		2		1									4
Expedited Passenger Screening Program		5	7	7	6	8							52
Expedited Passenger Screening Program		1	2										5
Expedited Passenger Screening Program		4	5	7	6	8							47
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown									1				1
Patdown - Children									1				1
Persons w/ Disabilities (PWD)				1									2
Persons w/ Disabilities (PWD) - General													1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Property - Special Handling		1	2	3	1	2							9
Property - Special Handling - Damaged It		1	1	1	1	2							6
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checke			1										1
Screening						1			1				2
Screening - Inconsistency									1				1
Screening - Lengthy Lines						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
GSP	23	21	26	28	29	26	8	9	23	11	18	23	245
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 - Damaged/Missing Items--Checked Bag				1	1	1	4	2	1	1	1	2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1				1	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 Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling				3	4	1		1	3	1	1	3	17
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		1		3
Property - Special Handling - Missing Items - Checked				1	3	1			1	1		3	10
Screening				1								1	2
Screening - Procedures/Process				1								1	2
2020	6	3	15	5	4	1			6	2	5	7	54
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights		1										1	2
Civil Rights - National Origin												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	1		2						2		1		6
Customer Service - TSO	1		2						2		1		6
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			2	2	1				1		2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--C			2	2	1				1		1	2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	3		3	1	2								9
Patdown - Flyer	3		3	1	2								9
Persons w/ Disabilities (PWD)			3			1							4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		3						1	1	1	1	8
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked			1						1		1	1	4
Property - Special Handling - Missing Items - Checked			2							1			3
Screening	1	2	2	1	1				2	1	1	2	13
Screening - Procedures/Process	1	2	2	1	1				2	1	1	2	13
2021	2	3		1	3	2	2	3	9	5	7	6	43
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Customer Service		1							2	1	1	1	6
Customer Service - Others		1										1	1
Customer Service - TSO		1							2	1	1		5
Expedited Passenger Screening Program						1	2	1	2	2	2		10
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	1	2	2		8
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	1			1		1			1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1									2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1	1		2		4
Patdown - Flyer								1	1		2		4
Property - Special Handling	1	2						1	1		2	1	8
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked		1										1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1	1							1		1		4
Screening					2				1	1		2	6
Screening - Procedures/Process					2				1	1		2	6
2022	15	15	11	16	14	19							90
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			2		3							6

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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
Customer Service - Others				1									1
Customer Service - TSO	1			1		3							5
Expedited Passenger Screening Program	12	14	9	11	12	15							73
Expedited Passenger Screening Program - TSA Appl		2		1	1								4
Expedited Passenger Screening Program	12	12	9	10	11	15							69
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 - Damaged/Missing Items--C				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								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

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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
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 - Damaged/Missing Items--Unspecified Luggage										1			1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
GTF	3	2	5	7	3	5	2	4	2	3	1	2	39
2019				1	1	1		2	1	2	1	2	9
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling				1				2					3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening							1			1	1		3
Screening - Procedures/Process							1			1	1		3
2020	1	1	3	3								1	9
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								3
Mishandling of Passenger Property - Damaged/Missing Items--C				1	2								3
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked												1	1
Screening		1		1									2
Screening - Inconsistency		1											1
Screening - Procedures/Process				1									1
2021			1				2	2	1	1		1	8
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Screening								1	1	1			3
Screening - Inconsistency									1				1
Screening - Procedures/Process								1		1			2
2022	2	1	1	3	2	4							13
Expedited Passenger Screening Program	1	1		3	1	3							9
Expedited Passenger Screening Program	1	1		3	1	3							9
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1						1						2
Patdown - Flyer	1						1						2
Screening						1							1
Screening - Procedures/Process						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
GTR													36
2019													12
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Screening													3
Screening - Procedures/Process													3
2020													6
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling													2
Property - Special Handling - Missing Items - Checked													2
2021													13
Claims													1
Claims - General													1
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Carry-On													2
Screening													2
Screening - Lengthy Lines													1
Screening - Procedures/Process													1
2022													5
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program - TSA PreCheck													2
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Procedures/Process													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
GUC				1	2	1			2	1	1		8
2019									1	1	1		3
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											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							2
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					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
GUM		2	1	5	5	15	3	1	3		1	5	41
2019				1	2	4	1	1	2		1	4	15
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service											1	1	2
Customer Service - TSO											1	1	2
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property							1		2			2	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling				1	1	2	1						5
Property - Special Handling - Damaged Items - Carry-On						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					2
Screening							1						1
Screening - Lengthy Lines							1						1
2020		1	1	1	1	2	1		1				8
Mishandling of Passenger Property		1	1			2	1						5
Mishandling of Passenger Property - Damaged/Missii		1					1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			2							3
Property - Special Handling				1	1				1				3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1				1				2
2021		1				1	1	1				1	5
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening							1						1
Screening - Procedures/Process							1						1
2022				3	2	8							13
Expedited Passenger Screening Program				3	2	8							13
Expedited Passenger Screening Program - DoD						3							3
Expedited Passenger Screening Program - TSA PreCheck				3	2	5							10

TSA Contact 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
HDN	1	6	3	7	4	6							27
2019				1	4	6							11
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2020		1		2									3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021	1				2	1							4
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Screening						1							1
Screening - Procedures/Process						1							1
2022		5	3	4	2	5							19
Expedited Passenger Screening Program		2	1	3	1	4							11
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		2	1	3		4							10
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged/Missin		2											2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1	1								2
Screening - Inconsistency				1									1
Screening - Retrieving Abandoned/Confiscated Items						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
HGR	3	1		2	4		1	1	2	7		2	23
2019				1					1	2		2	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) - Respiratory and Inhaler Equipment										1			1
Screening				1									1
Screening - Procedures/Process				1									1
2020	2	1			1		1			1			6
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2021					1			1	1	4		2	9
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										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
Property - Special Handling									1	1		1	3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										1			1
Screening								1					1
Screening - Procedures/Process								1					1
2022	1			1	2								4
Expedited Passenger Screening Program					2								2
Expedited Passenger Screening Program - TSA PreCheck					2								2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1												1
Screening - Procedures/Process	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
HIB	1	2	2	1			2	1	1	3		1	14
2019							2	1	1	3		1	8
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property							1	1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling										2		1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										2			2
2020		1	1										2
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missii		1	1										2
2022	1	1	1	1									4
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Screening				1									1
Screening - Procedures/Process				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
HLN		3	5	5	5	3	1	2	2	1	8	6	41
2019					2	2			1	1	3	2	11
Customer Service						1					2		3
Customer Service - TSO						1					2		3
Mishandling of Passenger Property					2				1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2					1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1					1		2
Screening - Inconsistency						1							1
Screening - Procedures/Process											1		1
2020			3	2	2			1			1	1	10
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown				1	1								2
Patdown - Children				1									1
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)			1	1								1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Screening			1					1			1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1					1					2
2021							1	1	1		4	3	10
Expedited Passenger Screening Program									1		2	2	5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck											2	2	4
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown											1		1
Patdown - Flyer											1		1
Screening								1			1	1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process								1			1		2
2022		3	2	3	1	1							10
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		1	2	1	1								5
Expedited Passenger Screening Program - TSA PreC		1	2	1	1								5
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening		1		1									2
Screening - Procedures/Process		1		1									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
HNL	95	124	129	173	181	183	55	86	91	101	110	91	1,419
2019				42	45	45	36	62	48	40	53	46	417
Civil Rights				1	1	1		1	1	1	1	2	9
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination			1	1					1	1		1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1				1	2
Customer Service				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	2	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 - Damaged/Missing Items--Carry-on Luggage					1		1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			9	10	9	8	11	8	12	13	13	11	91
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1					2
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage			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		3	1	2	6	19
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						2					1		3
Persons w/ Disabilities (PWD) - General						1					1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1				1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1					2				3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 Items - Carry-On					1		1	1	1			1	5
Property - Special Handling - Damaged Items - Checked				3	2	1	1	3	2	2	5	4	23
Property - Special Handling - Missing Items - Carry-On				2	1	5	1	3	3	1	1		17
Property - Special Handling - Missing Items - 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	9	10	8	7	10	5	65
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines				1			3	5	3	3	2	3	20
Screening - Procedures/Process				1	3	10	5	4	5	4	7	2	41
Screening - Retrieving Abandoned/Confiscated Items							1						1
2020	47	53	37	53	36	24	7	3	7	11	10	4	292
Civil Rights	2	1	2	3									8
Civil Rights - Racial Profiling or Discrimination	2	1	2	2									7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	10	5	6	7	7	4	3	1	2	2	1	1	49
Customer Service - Others				1	1					1	1		4
Customer Service - TSO	10	5	6	6	6	4	3	1	2	1		1	45
Locks	7	7	3	9	5	4							35
Locks - Missing or Damaged Lock	7	7	3	9	5	4							35
Lost and Found	4			1									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 - Damaged/Missing Items--Carry-on Luggage	3	2	1	1									7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	9	14	7	13	8	7	1		2	1	2	2	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		1											1
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage	1	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	2					1			9
Persons w/ Disabilities (PWD) - Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1									3
Property - Special Handling	7	10	9	10	7	3	2		2	3	5	1	59
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked	5	2	3		1		1		1	2	2	1	18
Property - Special Handling - Missing Items - Carry-On	1			1	2	1							5
Property - Special Handling - Missing Items - Checked	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	2	4	1	4		2	1	2	1		23
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach			1	1									2
2021	9	9	12	11	15	14	12	21	36	50	47	41	277

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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
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights						1		3	1	1	1		7
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								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					1		2	1			2	3	9
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 - Domestic										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
Mishandling of Passenger Property	3	4	1	4	3	2	2	1		1	1		22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	3	3	1	4	3	1							15
Mishandling of Passenger Property - Disarrayed 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 Medication and Medical Supplies											1		1
Prohibited & Permitted Items			1						3				4
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1						1				2
Property - Special Handling	2	3		2	2	3	5	3	5	5	2	6	38
Property - Special Handling - Damaged Items - Carry-On						1	1	1	2			2	7
Property - Special Handling - Damaged Items - Checked Luggage		1			2	1	2	1		3	1	1	12
Property - Special Handling - Missing Items - Carry-On		1		1		1		1	2		1	1	8
Property - Special Handling - Missing Items - Checked Luggage	2	1		1			2	1	2	2		2	11
Screening	1		1	1	3	2	1	1	5	5	3	2	25
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines					1		1		2	1			5
Screening - Procedures/Process	1		1		2	1		1	3	4	3	2	18
2022	39	62	80	67	85	100							433
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2								9
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination	1		2	1	2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims			1										1
Claims - General			1										1
Customer Service	9	10	4	7	9	6							45
Customer Service - Others		1											1
Customer Service - TSO	9	9	4	7	9	6							44
Expedited Passenger Screening Program	22	41	57	46	65	75							306
Expedited Passenger Screening Program - Active Duty		1		1									2
Expedited Passenger Screening Program - DoD			1	1	2	3							7
Expedited Passenger Screening Program - TSA/PreCheck	4	5	2	1	3	7							22
Expedited Passenger Screening Program - TSA/PreCheck	18	34	54	43	60	65							274
Expedited Passenger Screening Program - TSA/DHS		1											1
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic				1		1							2
Locks	1		1										2
Locks - General	1												1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1		2	1	1	2							7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1			1	1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on Luggage			1			1							2
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1							1
Patdown		2	3										5
Patdown - Flyer			3										3
Patdown - General		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	2		2		2							7
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General				2									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies		2				1							3
Persons w/ Disabilities (PWD) - Wheelchair	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
Property - Special Handling	1	3	4	2	1	3							14
Property - Special Handling - Damaged Items - Carry-On			1	1	1	2							5
Property - Special Handling - Damaged Items - Check		3	3			1							7
Property - Special Handling - Missing Item	1			1									2
Screening	3	4	3	5	7	10							32
Screening - Inconsistency						3							3
Screening - Lengthy Lines	1	1		2	4	3							11
Screening - Procedures/Process	2	3	3	3	3	4							18

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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
HOB	2	1	5	1	2		1	2	2	2			18
2019							1	2	2	2			5
Locks							1						1
Locks - General							1						1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown									1				1
Patdown - Flyer									1				1
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2020	2		3	1	2								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
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Checked					1		1						2
Screening		1					1						2
Screening - Procedures/Process		1					1						2
2021								2					2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2022			1	2									3
Customer Service			1										1
Customer Service - TSO			1										1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1									1
Screening - Inconsistency				1									1

TSA Contact 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
HOU	87	101	83	107	94	133	51	60	75	86	58	97	1,032
2019				30	26	28	29	31	35	34	20	37	270
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				1	2		1	1				3	8
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination				1	1		1					1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Customer Service				4	3	7	6	5	4	5	4	6	44
Customer Service - Others										1			1
Customer Service - TSO				4	3	7	6	5	4	4	4	6	43
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks				1	1			1		1	1	3	8
Locks - Missing or Damaged Lock				1	1			1		1	1	3	8
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				10	9	6	7	8	12	11	4	8	75
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	3	1	1	2	1			2	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	4	5	5	3	8	10	4	4	50
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1		1	3	3	1		2	12
Patdown				1	3	2	4	4	2		1	1	18
Patdown - Flyer				1	3	2	3	4	2		1	1	17
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				3		3	1	1	8	3	2	4	25
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1					1		1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2				1		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		2			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			2	3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling				8	6	10	6	8	8	9	6	10	71
Property - Special Handling - Damaged Items - Carry-On				1	2		1	2		4	2	2	14
Property - Special Handling - Damaged Items - Checked				3	1	3	1	1	2	2	1		14
Property - Special Handling - Missing Items - Carry-On				1		1	3	3		1		1	10
Property - Special Handling - Missing Items - Checked				3	3	6	1	2	6	2	3	7	33
Screening				2	2		3	3	1	4	1	2	18
Screening - Inconsistency										1			1
Screening - Procedures/Process				1	2		3	3	1	3	1		14
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach				1								1	2
2020	33	39	33	30	26	19	1	7	10	19	12	15	244
Civil Rights	1		1	1		1				1		1	6
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	6	7	7	2	6	2		2	3	6	2	5	48
Customer Service - Others	1	2		1					2	2			8
Customer Service - TSO	5	5	7	2	5	2		2	1	4	2	5	40
Locks	4	2	1	1	1	1		1	1				11
Locks - General					1								1
Locks - Missing or Damaged Lock	4	2	1			1		1	1				10
Lost and Found	2			3									5
Lost and Found - Airport/TSA	2			3									5
Mishandling of Passenger Property	7	13	11	10	4	5	1	3	3	4	5	3	69
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		1		2						1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	6	10	8	9	2	5	1	3	1	3	4	2	54
Mishandling of Passenger Property - Disarrayed Item		3	2	1					2	1			9
Patdown	2	2		1	1								6
Patdown - Flyer	2	2		1	1								6
Persons w/ Disabilities (PWD)		2	1	1	1	2					1		8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2					1		3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Property - Special Handling	9	10	9	10	8	8		1	2	6	1	5	69
Property - Special Handling - Damaged Items - Carry-On	2		1		1					1			5
Property - Special Handling - Damaged Items - Checked	1	3	1	2	5	2		1		1			16
Property - Special Handling - Missing Items - Carry-On	1	2	3	2		1				1	1	1	12
Property - Special Handling - Missing Items - Checked	5	5	4	6	2	5			2	3		4	36
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	2	3	2	5				1	2	3	1	21
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines	1		1		1								3
Screening - Procedures/Process	1	2	2	1	4				1	2	2	1	16

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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
2021	19	12	9	15	10	29	21	22	30	33	26	45	271
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights				1		1	1	3			1	1	8
Civil Rights - Civil Rights Violation (TSA Employee)								1				1	2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1		1		2					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	1	3	2	4	9	2	4	3	4	7	12	53
Customer Service - Others	1									1			2
Customer Service - TSO	1	1	3	2	4	9	2	4	3	3	7	12	51
Expedited Passenger Screening Program				1		2	5	5	20	24	12	21	90
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program							1		1		2	1	5
Expedited Passenger Screening Program - TSA PreCheck				1		2	4	5	19	23	10	19	83
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks		3		1		2							6
Locks - General		1											1
Locks - Missing or Damaged Lock		2		1		2							5
Mishandling of Passenger Property	4	3	2	3	1	1	1	2	2		1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	3	2	2	1	1		2	1				16
Patdown			2		2	2					2	1	9
Patdown - Children			2										2
Patdown - Flyer					2	1					1	1	5
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1						4	1	1	1		1	9
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							3						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items				2		2							6
Prohibited & Permitted Items - Alcohol and Tobacco				1									2
Prohibited & Permitted Items - General				1		2							4
Property - Special Handling	9	4		3		2	4	6	1	2	1	2	34
Property - Special Handling - Damaged Items	2						1	1					5
Property - Special Handling - Damaged Items - Checked Baggage	3			1			1	2		1	1		10
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checked Baggage	3	3		1		2	1	3		1			14
Screening	3	1	1	2	2	8	4	1	2	1	2	5	32
Screening - Inconsistency	1			1	2			1					5
Screening - Lengthy Lines						2	1						3
Screening - Opposite Gender			1										1
Screening - Procedures/Process	2	1		1		5	3		2	1	2	5	22
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	35	50	41	32	32	57							247
Civil Rights	2		1	1		2							6
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1		1										2
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	2	15	6	4	4	7							38
Customer Service - Others		2											2
Customer Service - TSO	2	13	6	4	4	7							36
Expedited Passenger Screening Program	18	24	24	17	16	25							124
Expedited Passenger Screening Program - TSA Appl		3	2	1	1								7
Expedited Passenger Screening Program - TSA PreCheck	18	21	22	16	15	25							117
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
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	2			3							7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	1				2							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	3	1		2	1	3							10
Patdown - Flyer	3			2	1	3							9
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2			3	2	3							10
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General						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	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				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
Persons w/ Disabilities (PWD) - Wheelcha	1					1			1				3
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling	3	4	3	1	3	3							17
Property - Special Handling - Damaged Items - Carry		1	2			2	1						6
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items	1			1	1	1							4
Property - Special Handling - Missing Items	2	1	1						1				5
Screening	4	2	3	3	6	11							29
Screening - Inconsistency		1											1
Screening - Lengthy Lines				2	1	2	3						8
Screening - Procedures/Process	4	1	1	2	3	7							18
Screening - Retrieving Abandoned/Confiscated Items					1	1							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
HPN	22	15	9	20	17	19	7	14	11	8	10	7	159
2019				3	3	4	1	9	7	5	1	3	36
Customer Service				1	1	2		3	2				10
Customer Service - TSO				1	1	2		3	2			1	10
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property								3	1	2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	1	2			5
Patdown				1				2		1			5
Patdown - Flyer				1				2				1	4
Patdown - Non-Flyer										1			1
Property - Special Handling				1	1	1		1				1	5
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Items - Checked				1		1		1					3
Screening					1	1	1		3	1	1		8
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process							1		1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach									1				1
2020	9	4	4	8	4	2	1						32
Civil Rights				1									1
Civil Rights - Hair Patdowns				1									1
Customer Service	2	1	1	1									5
Customer Service - TSO	2	1	1	1									5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	3	1	2		1	1						10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1					1						3
Mishandling of Passenger Property - Disarrayed Item		2				1							5
Patdown				2	1								3
Patdown - Flyer				2	1								3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	2		1	2									5
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked			1	2									3
Screening	1			1	3	1							6
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process				1	2								3
Screening - Security Breach						1							1
2021	2			1	1	5	5	5	4	3	9	4	39
Customer Service	1					1	2	1	1	1			7
Customer Service - TSO	1					1	2	1	1	1			7
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program						2	2	3	3	1	7	3	21
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck						2	1	1	3	1	6	3	17
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling					1	1		1			1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked					1	1							2
Screening						1							1
Screening - Procedures/Process						1							1
2022	11	11	5	8	9	8							52
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Expedited Passenger Screening Program	11	9	5	7	8	8							48
Expedited Passenger Screening Program - TSA Application Program		1											1
Expedited Passenger Screening Program - TSA PreCheck	11	8	5	7	8	8							47
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			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
HRL	3	2	9	10	7	6	6	6	5	5	8	9	76
2019				2	1	6	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 - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		1				1		4
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			4	3			1		9
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				1			2	1			1		5
Screening								1	1	1			5
Screening - Procedures/Process								1	1	1			5
2020	1		3	3	4	1		1		1	1	2	17
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	1		1	1	3						1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1	2						1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage												1	1
Patdown													1
Patdown - Flyer													1
Property - Special Handling			1	2		1						1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked			1	2		1							4
Screening					1								1
Screening - Procedures/Process					1								1
2021			1				1	1	2	1	4	4	14
Customer Service			1					1			1	1	4
Customer Service - TSO			1					1			1	1	4
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property							1					2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					2	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Property - Special Handling									1		1	1	3
Property - Special Handling - Missing Items - Checked									1		1	1	3
Screening											1		1
Screening - Procedures/Process											1		1
2022	2	2	5	5	2	5							21
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	2	1	3	5	2	3							16
Expedited Passenger Screening Program	1		1	1	1								4
Expedited Passenger Screening Program	1	1	2	4	1	3							12
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Screening			1										1
Screening - Procedures/Process			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
HSV	6	11	7	12	12	26	5	9	7	7	13	10	125
2019				2	4	1	1	4	4	5	4	2	27
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			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 - Damaged/Missing Items--Checked Baggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Property - Special Handling								1	1	1	1		4
Property - Special Handling - Damaged Items - Checked								1		1	1		3
Property - Special Handling - Missing Items - Checked									1				1
Screening						1		1	1	2		1	6
Screening - Procedures/Process						1		1	1	2		1	6
2020	2	2	3	1	1	6			1		2	1	19
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2				1	1							4
Customer Service - Others	1												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 - Damaged/Missing Items--Checked Baggage											1		1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1						1				2
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Property - Special Handling				1		2						1	4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked						2						1	3
Screening			2			3							5
Screening - Inconsistency						1							1
Screening - Procedures/Process			1			2							3
Screening - Retrieving Abandoned/Confiscated Items			1										1
2021				4	1		4	5	2	2	7	7	32
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights							1			1		1	3
Civil Rights - Racial Profiling or Discrimination							1			1		1	3
Customer Service				1		1	1	1		1	2	1	7
Customer Service - Others										1			1
Customer Service - TSO				1		1	1				2	1	6
Expedited Passenger Screening Program							1	4	2		1	3	11
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA PreCheck							1	3	2		1	3	10
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling					1						1		2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening											2	1	3
Screening - Inconsistency												1	1
Screening - Lengthy Lines											2		2
2022	4	9	4	5	6	19							47
Customer Service	1			1		1							3
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	9	4	4	5	15							40
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program - TSA Appl		2		2	1	1							6
Expedited Passenger Screening Program	1	7	4	2	4	14							32
Screening						1		3					4
Screening - Procedures/Process						1		3					4

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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
HTS	1		2	2	3	1		1	3	6	5	2	26
2019					1				1	4	1	2	9
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1	2	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												2	2
Screening									1	1			2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										1			1
2020	1			1	1	1			1	1	4		10
Civil Rights									1				1
Civil Rights - National Origin									1				1
Customer Service				1	1						1		3
Customer Service - TSO				1	1						1		3
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2021				1	1			1	1	1			5
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1						1			2
Customer Service - Others										1			1
Customer Service - TSO				1									1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
General Aviation						1							1
General Aviation - General						1							1
2022			2										2
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			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
HVN	2		1	3	3	4	1	3		3			20
2019						1	1	3					5
Customer Service						1	1	2					3
Customer Service - TSO						1		2					3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked							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 (Not Wheelchair or Scoot				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening						1							1
Screening - Procedures/Process						1							1
2021										3			3
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Patdown										1			1
Patdown - Flyer as Observer										1			1
2022			1	2	2	3							8
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1			1	2						4
Expedited Passenger Screening Program - TSA PreCheck			1			1	2						4
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç							2						2
Screening													1
Screening - Inconsistency													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
HVR	1												1
2020	1												1
Patdown	1												1
Patdown - Flyer	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
HXD	6	3	4	3	6	7	2	3	6	4	6	2	52
2019					3	1		3	2	1	3		13
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										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1			2	1		1	6
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1				1				2
Screening - Procedures/Process						1				1			3
2020	3	1	1	1	1	2	1				2		12
Customer Service	3							1					4
Customer Service - TSO	3						1						4
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling			1			2							3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						2							2
Screening					1								1
Screening - Lengthy Lines					1								1
2021		2		1	2		1		4	3	1	2	16
Customer Service				1	1		1					1	4
Customer Service - TSO				1	1		1					1	4
Expedited Passenger Screening Program									3	1	1	1	6
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck									1	1	1	1	4
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										1			1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Checked					1				1				2
Screening		1								1			2
Screening - Procedures/Process		1								1			2
2022	3		3	1		4							11
Civil Rights	1					1							2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program			1	1		3							5
Expedited Passenger Screening Program - TSA PreCheck			1	1		3							5
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				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
HYA										2	2	1	5
2019										1	1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										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 Program - TSA PreCheck										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											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
HYS	2		1		1	1			1		1		7
2020	1				1								2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2021	1								1		1		3
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2022				1		1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
IAD	125	115	128	153	121	268	74	93	87	111	129	119	1,523
2019				42	20	38	50	55	56	49	57	57	424
Civil Rights					1			1	1	1	3	2	9
Civil Rights - Perceived Religion								1	1				2
Civil Rights - Racial Profiling or Discrimination					1						3	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening												1	1
Customer Service				4	2	5	7	8	5	6	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 - Damaged/Missing Items--Carry-on Luggage							2	1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				13	6	12	12	14	13	14	12	10	106
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				3		3	3	3	5	3	5	3	28
Patdown							1	2	1	3		3	11
Patdown - Flyer							1	2	1	2		1	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 Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								2					2
Persons w/ Disabilities (PWD) - Diabetes					1	2	1		2				6
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1			1					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1			1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling				10	4	6	12	11	13	8	11	9	84
Property - Special Handling - Damaged Items - Carry-On					1				1	1	1	1	5
Property - Special Handling - Damaged Items - Checked Baggage				4		2	2	3	2	2	5	3	23
Property - Special Handling - Missing Items - Carry-On				1		3	2	1		2	2	3	14
Property - Special Handling - Missing Items - Checked Baggage				5	3	1	8	7	10	3	3	2	42
Screening				6	5	4	4	9	5	3	8	10	54
Screening - Inconsistency				1	2								3
Screening - Lengthy Lines							1	2	2		2	1	8
Screening - Procedures/Process				3	3	2	2	7	3	3	6	8	37
Screening - Retrieving Abandoned/Confiscated Items				2		1							3
Screening - Security Breach						1	1					1	3
2020	53	36	52	50	30	28	8	13	10	12	13	12	317
Civil Rights	1	2	4	3							1	2	13
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination	1	1	3									1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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 - Damaged/Missing Items--Carry-on Luggage		1				1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	10	8	11	12	6	5	3	3		4	3	1	66
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1	3	1	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 Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	13	8	11	14	8	3	3	3	3	4	7	1	78
Property - Special Handling - Damaged Items - Carry-On	1		1										2
Property - Special Handling - Damaged Items - Checked Baggage	2	1	1	2	5	1	1		1		1		15
Property - Special Handling - Missing Items - Carry-On	4	1	4	1				1			1		12
Property - Special Handling - Missing Items - Checked Baggage	6	6	5	11	3	2	2	2	2	4	5	1	49
Screening	7	3	9	10	5	3	1	5	3	1		2	49
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1	2	2									5
Screening - Procedures/Process	5	1	7	8	4	3	1	5	3			2	39
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach	1	1								1			3
2021	6	7	6	9	12	11	16	25	21	50	59	50	272
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1		1			1		3	1	1	2	1	11
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Racial Profiling or Discrimination	1		1			1		1			1	1	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		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
Civil Rights - Sexual Orientation - Not Transgender								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 - TSA Application Prog			1			1						1	3
Expedited Passenger Screening Program - TSA PreCheck					2	2	1	10	9	23	33	23	103
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1				1			2
Hazardous Materials Safety			1									1	2
Hazardous Materials Safety - General			1									1	2
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								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
Mishandling of Passenger Property - Dam		1	1									1	3
Mishandling of Passenger Property - Damaged/Missii		1		3	2	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
Patdown - Children						1						1	2
Patdown - Flyer		1	1	1						4	1	1	9
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)		1		1				1		3	1	2	9
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Prohibited & Permitted Items					1		1		1	1			4
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1	1			2
Property - Special Handling		2	3	1	1	2	2	2	1	5	6	9	34
Property - Special Handling - Damaged Items - Carry-On										1		1	2
Property - Special Handling - Damaged It		1						1		1	1	2	6
Property - Special Handling - Missing Item		1							1	4	4	4	10
Property - Special Handling - Missing Items - Checke		3		1	1	2	2	1	1	2	1	2	16
Screening					4		4		3	5	3	4	23
Screening - Inconsistency					2						1		3
Screening - Lengthy Lines					1		1			1	1		4
Screening - Procedures/Process							3		2	4	1	4	14
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1
2022	66	72	70	52	59	191							510
Civil Rights	1	2	3	1	2								9
Civil Rights - Racial Profiling or Discrimin	1	1	3	1	1								7
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Transgender Screening		1											1
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	5	6	3	6	4	1							25
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	5	5	3	5	4	1							23
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	45	49	48	35	46	188							411
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD			1	2		5							8
Expedited Passenger Screening Program	1	3	3	3	1	1							12
Expedited Passenger Screening Program	44	44	43	30	45	177							383
Expedited Passenger Screening Program - TSA/DHS	2	1				4							7
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks	1	1	1	1									4
Locks - General	1												1
Locks - Missing or Damaged Lock		1	1	1									3
Lost and Found	2	1		1	1								5
Lost and Found - Airport/TSA	2	1		1	1								5
Mishandling of Passenger Property		2				1							3
Mishandling of Passenger Property - Damaged/Missii		2				1							3
No Jurisdiction		1	2										3
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP			2										2
Patdown	1	1			1								3
Patdown - Flyer	1	1			1								3

TSA Contact 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
Persons w/ Disabilities (PWD)	1	1	1		2								5
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	3	1	8	3	2								17
Property - Special Handling - Damaged Items - Carry-On			4										4
Property - Special Handling - Damaged It	1		1	1	1								4
Property - Special Handling - Missing Item	2		2	1									5
Property - Special Handling - Missing Items - Checke		1	1	1	1								4
Screening	6	5	3	4	1	1							20
Screening - Inconsistency		2											2
Screening - Procedures/Process	6	3	1	4		1							15
Screening - Retrieving Abandoned/Confiscated Items			2		1								3

TSA Contact 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
IAG	1	1	1	1	4	2					1		11
2019						1							1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
2020					1	1					1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked													1
2021		1	1	1	1								4
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property			1	1	1								3
Mishandling of Passenger Property - Damaged/Missi			1	1	1								3
2022	1					2							3
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program - TSA PreCheck													2
Property - Special Handling		1											1
Property - Special Handling - Damaged It		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
IAH	245	258	255	343	300	461	168	176	193	211	225	210	3,045
2019				82	57	73	93	90	93	92	100	81	761
Civil Rights				2	4	2	4	4	3	5	11	5	40
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				1		1	4	3	2	3	6	4	24
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1	3	1	6
Civil Rights - Sexual Orientation - Not Transgender											2		2
Civil Rights - Transgender Screening								1	1				2
Customer Service				10	15	15	24	19	17	22	11	19	152
Customer Service - CSM											1		1
Customer Service - Others						3	1		1	1	2		8
Customer Service - TSO				10	15	12	23	19	16	21	8	19	143
Locks				4	2	2	3	6	4	5	5	1	32
Locks - Missing or Damaged Lock				4	2	2	3	6	4	5	5	1	32
Lost and Found				4	3	4	3	3	2		2	1	22
Lost and Found - Airport/TSA				4	3	4	3	3	2		2	1	22
Mishandling of Passenger Property				20	8	15	27	23	23	21	31	17	185
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1	3	1	1	5	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				17	7	12	21	16	18	17	19	14	141
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1				1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				3		2	5	4	3	3	7	2	29
Patdown				3		3			4	3	2	4	19
Patdown - Flyer				3		3			4	3	2	4	19
Persons w/ Disabilities (PWD)				3	3	2	6	3	1	3	4	3	28
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes						1	1		1		1		4
Persons w/ Disabilities (PWD) - General					1					1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2				1		3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1		2	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		1	1	2					6
Prohibited & Permitted Items													1
Prohibited & Permitted Items - General													1
Property - Special Handling				32	15	22	14	19	25	26	26	20	199
Property - Special Handling - Damaged Items - Carry-On				3		2	1	4	4	4	3	4	25
Property - Special Handling - Damaged Items - Checked				3	2	5	3	2	5	5	6	1	32
Property - Special Handling - Missing Items - Carry-On				7	3	4	2	2	3	3	4	8	36
Property - Special Handling - Missing Items - Checked				19	10	11	8	11	13	14	13	7	106
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening				4	7	7	12	13	14	7	8	10	82
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency										1			1
Screening - Lengthy Lines				2	1	3	1			1	1	1	10
Screening - Procedures/Process				2	5	2	9	12	14	4	6	7	61
Screening - Retrieving Abandoned/Confiscated Items								1			1	1	3
Screening - Security Breach						1	2			1			6
2020	94	76	115	97	79	54	4	11	16	24	17	26	613
Civil Rights	5	1	2	5	3	3			1	2	1	1	24
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear												1	1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination	4		1	4	1	3				1	1		15
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Civil Rights - Transgender Screening			1										1
Customer Service	20	19	30	10	18	9		2	4	9	3	4	128
Customer Service - Others	3	1	2									1	7
Customer Service - TSO	17	18	28	10	18	9		2	4	9	3	3	121
Locks	6	2	3	6	7	2	1	2	1		1		31
Locks - Missing or Damaged Lock	6	2	3	6	7	2	1	2	1		1		31
Lost and Found	2	1	3	4	3	2	1					1	17
Lost and Found - Airport/TSA	2	1	3	4	3	2	1					1	17
Mishandling of Passenger Property	25	12	24	28	21	10		2		4	2	7	135
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	2		2	1								7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	19	9	21	20	17	10		2		4	2	6	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	4	1	3	6	2							1	17
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
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	4		2		1				2	17
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1			1						1	3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General				1				1					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
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1								1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhalers			1										1
Persons w/ Disabilities (PWD) - Touch Aids	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	2			1							4
Property - Special Handling	21	22	28	29	19	14	1	3	5	4	8	7	161
Property - Special Handling - Damaged Items	3	2	3	2					2				12
Property - Special Handling - Damaged Items - Missing Item	4	8	3	4	1	3	1				2	3	29
Property - Special Handling - Missing Items	2	3	5	9	2	3		1		2	2	3	32
Property - Special Handling - Missing Items - Damaged	12	9	17	14	16	8		2	3	2	4	1	88
Screening	9	13	14	8	5	10	1	1	5	4	2	4	76
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines		3			1	1							5
Screening - Procedures/Process	8	9	11	8	3	9	1	1	5	4	2	4	65
Screening - Retrieving Abandoned/Confiscated Items		1	2										3
2021	30	32	28	31	35	32	71	75	84	95	108	103	724
Additional Information Required/Insufficient Information								1		1			2
Additional Information Required/Insufficient Information - EMAIL ONLY								1		1			2
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Airline			1				1						2
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service			1										1
Civil Rights		3	1	2	1	2	2	1		3	4	2	21
Civil Rights - Age							1						1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1	1	1	1		2	3	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1		1					1		4
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims					1				1			2	4
Claims - General									1			1	2
Claims - Status					1							1	2
Customer Service	12	7	7	11	16	8	22	18	24	34	23	26	208
Customer Service - Others		1			1							3	5
Customer Service - TCC			2										2
Customer Service - TSO	12	6	5	11	15	8	22	18	24	34	23	23	201
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program			4	1	2	8	15	27	32	29	43	52	213
Expedited Passenger Screening Program - TSA Application Program						1	1	4	6	1	2	4	19
Expedited Passenger Screening Program - TSA PreCheck			4	1	2	7	14	23	25	28	41	48	193
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Identification (ID) Requirements			1	1			1	1				2	6
Identification (ID) Requirements - Domestic							1	1				1	4
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issued				1									1
Identification (ID) Requirements - International Travel												1	1
Locks				1	1		1	1		1		2	7
Locks - General								1					1
Locks - Missing or Damaged Lock				1	1		1			1		2	6
Lost and Found							1				1		2
Lost and Found - Airport/TSA							1				1		2
Mishandling of Passenger Property	3	5		6		2	4	5	1	4	3	1	34
Mishandling of Passenger Property - Damaged/Missing		1		3				2		3	1		10
Mishandling of Passenger Property - Damaged	3	4		3		2	2	2	1	1	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1					3
No Jurisdiction			1		2		3		1			1	8
No Jurisdiction - Refer to CBP					1		2		1				4
No Jurisdiction - Refer to Other			1		1		1					1	4
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown		1	1	1			1	1	2	2	2		11
Patdown - Children											1		1
Patdown - Flyer		1	1	1			1	1	2	1	1		9
Patdown - General										1			1
Persons w/ Disabilities (PWD)	1					2	4	2	2	2	2	2	17
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General							2	1					3
Persons w/ Disabilities (PWD) - Hearing Impaired	1								1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2				1	1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1		1	1				3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1					1		2
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Prohibited & Permitted Items									1	1	5		7
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Lighters/Matches										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Sporting Goods											2		2
Property - Special Handling	13	15	2	2	4	3	7	8	12	12	17	8	103

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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	
Property - Special Handling - Damaged Items - Carry-On				1	1			1	1	2	4	6	2	18
Property - Special Handling - Damaged Items	4	5	2		1	1	3	3	2	2	1	1	1	25
Property - Special Handling - Missing Items	4	3				1	2	3	4	3	10		1	31
Property - Special Handling - Missing Items	5	7		1	2	1	1	1	4	3			4	29
Screening	1	1	10	5	7	7	9	10	8	5	7	4	4	74
Screening - Inconsistency			3	2	4	2	2	1	1				3	18
Screening - International Screening														1
Screening - Lengthy Lines			2			2	1	2						7
Screening - Procedures/Process	1	1	5	3	3	2	5	6	7	5	7	1	1	46
Screening - Retrieving Abandoned/Confiscated Items							1	1						2
2022	121	150	112	133	129	302								947
Airline				2	1									3
Airline - Policy/Regulations/Service				2	1									3
Animals					1									1
Animals - Carry-On					1									1
Civil Rights	8		4	5	6	3								26
Civil Rights - Age	1													1
Civil Rights - Constitutional Rights	1													1
Civil Rights - National Origin			1	1										2
Civil Rights - Profiling							1							1
Civil Rights - Race							2							2
Civil Rights - Racial Profiling or Discrimination	4		3	4	3									14
Civil Rights - Sex/Gender/Gender Identity	1				2									3
Civil Rights - Sexual Orientation - Not Trans	1				1									2
Claims	1		1											2
Claims - Status	1		1											2
Customer Service	29	41	22	17	19	28								156
Customer Service - Others		1	1		1	2								5
Customer Service - TCC		1				1								2
Customer Service - TSO	29	39	21	17	18	25								149
Duplicate E-mail	3													3
Duplicate E-mail - General	3													3
Expedited Passenger Screening Program	56	70	67	70	68	235								566
Expedited Passenger Screening Program - DoD						1								1
Expedited Passenger Screening Program	4	6	7	5	4	4								30
Expedited Passenger Screening Program	52	64	60	65	63	230								534
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1									1
Hazardous Materials Safety			2											2
Hazardous Materials Safety - General			2											2
Human Capital				1										1
Human Capital - Prospective Employment with TSA				1										1
Identification (ID) Requirements		1												1
Identification (ID) Requirements - ID Matching Ticket		1												1
Locks	2				1									3
Locks - Missing or Damaged Lock	2				1									3
Lost and Found				1			1							2
Lost and Found - Airport/TSA				1			1							2
Mishandling of Passenger Property	1	7	2	2	3	2								17
Mishandling of Passenger Property - Damaged/Missing		3		1	2									6
Mishandling of Passenger Property - Damaged	1	3	2	1	1	2								10
Mishandling of Passenger Property - Disarrayed Item		1												1
No Jurisdiction	1	2	1	2	3	6								15
No Jurisdiction - No Referral						1								1
No Jurisdiction - Refer to CBP		1	1	2	1	3								8
No Jurisdiction - Refer to Other	1	1			2	2								6
No Subject				1										1
No Subject - General				1										1
Patdown		1		7	3	1								12
Patdown - Children		1			1									2
Patdown - Flyer				6	1	1								8
Patdown - Flyer as Observer				1										1
Patdown - General						1								1
Persons w/ Disabilities (PWD)	1	6	2	5	4	3								21
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1								1
Persons w/ Disabilities (PWD) - Diabetes			1											1
Persons w/ Disabilities (PWD) - General			1											1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1				1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1									1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					2									2
Persons w/ Disabilities (PWD) - Mobility [1	2				1								4
Persons w/ Disabilities (PWD) - Service Animals		1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1										1
Persons w/ Disabilities (PWD) - Visual Impairment				1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2		2										4
Prohibited & Permitted Items	2	1												3
Prohibited & Permitted Items - Alcohol and Tobacco		1												1
Prohibited & Permitted Items - Chemical/	1													1
Prohibited & Permitted Items - Knives/Toc	1													1
Property - Special Handling	5	7	4	8	13	12								49
Property - Special Handling - Damaged Items	2	2	3	2	6	3								18
Property - Special Handling - Damaged Items	2			2	1									5
Property - Special Handling - Missing Items - Carry-C		4	1	3	2	8								18
Property - Special Handling - Missing Items	1	1		1	4	1								8
Screening	12	14	7	12	7	11								63
Screening - Crew Member or Airline Empl	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
Screening - Inconsistency	1	2		1	2	1							7
Screening - International Screening			1										1
Screening - Lengthy Lines	2	4		1		3							10
Screening - Procedures/Process	8	8	5	10	5	7							43
Screening - Retrieving Abandoned/Confiscated Items			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
ICT	14	12	22	20	22	19	5	20	19	10	13	9	185
2019				2	4	2	2	6	5	6	3	6	36
Civil Rights							1	1					2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1									1
Customer Service - TSO				1									1
Locks							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 - Damaged/Missing Items--Checked Baggage					2			1		2		2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
Patdown						2		3	1	1	1	2	10
Patdown - Flyer						2		3	1		1	2	9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling					1				1	1	1	1	5
Property - Special Handling - Damaged Items - Checked											1	1	2
Property - Special Handling - Missing Items - Checked					1				1	1			3
Screening				1				1	1	1			4
Screening - Procedures/Process				1				1	1	1			4
2020	7	4	5	6	4	1		4	6		2	1	40
Civil Rights	1							1	1				3
Civil Rights - Racial Profiling or Discrimination	1							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 - Damaged/Missing Items--Checked Baggage		1									1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1		1	1	1		1	1				7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown			2										2
Patdown - Flyer			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	1	2	1	1				1		1		9
Property - Special Handling - Damaged Items - Checked		1							1		1		3
Property - Special Handling - Missing Items - Checked	1				1								2
Property - Special Handling - Missing Items - Carry-On	1		2	1									4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	3		1	1				2					8
Screening - Procedures/Process	2		1	1				1					6
Screening - Retrieving Abandoned/Confiscated	1							1					2
2021	2	2	6	3	4		3	10	8	4	8	2	52
Civil Rights								4		1			5
Civil Rights - Racial Profiling or Discrimination								2		1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								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			2										2
Expedited Passenger Screening Program								2	4	1	4	1	12
Expedited Passenger Screening Program - TSA Application Program								1	2			1	4
Expedited Passenger Screening Program - TSA PreCheck								1	2	1	4		8
Identification (ID) Requirements								1	1	1			2
Identification (ID) Requirements - Domestic								1	1	1			2
Locks					1			1					2
Locks - General								1					1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	1			1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Prohibited & Permitted Items		1					1		1				3
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - General									1				1
Property - Special Handling					1		1			2			4
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked										2			2
Screening			1				1		1		1	1	5
Screening - Inconsistency							1		1				2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1								1		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
2022	5	6	11	9	10	16							57
Customer Service			1	2									3
Customer Service - TSO			1	2									3
Expedited Passenger Screening Program	3	6	7	6	9	13							44
Expedited Passenger Screening Program	1				2								3
Expedited Passenger Screening Program	2	6	7	6	7	13							41
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
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening			1	1	1	2							5
Screening - Procedures/Process			1	1	1	2							5

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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
IDA	3	3	4	6	3	1	2	2		5	4	2	35
2019				2	1			1		4			8
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property									1	2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	2			3
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked										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 - Damaged/Missing Items--Checked Baggage	1							1					2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												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 PreCheck											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) - Wounded Warrior								1					1
Screening						1		1				1	3
Screening - Procedures/Process						1		1				1	3
2022	1	3	4	4	1	1							14
Customer Service			1	1									2
Customer Service - Others			1	1									2
Expedited Passenger Screening Program	1	1	1	2	1								6
Expedited Passenger Screening Program - TSA PreCheck	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 Items - Carry-C			1										1
Screening				1	1			1					3
Screening - Procedures/Process				1	1			1					3

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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
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 - Damaged/Missing Items--Checked Baggage					1							1	2
Persons w/ Disabilities (PWD)				1	1						1		3
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2020				1		1			1	1			4
Mishandling of Passenger Property				1		1				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Request for Assistance									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)									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 PreCheck					2								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
ILG										1			1
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA Application Program										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
ILM	9	9	9	7	11	19	7	6	13	10	11	11	122
2019					4	1	6	3	6	3	6	3	32
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service						1	1	1					3
Customer Service - TSO						1	1	1					3
Locks								2					2
Locks - Missing or Damaged Lock							2						2
Mishandling of Passenger Property								1			3	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling					1		2		1	1	1	1	7
Property - Special Handling - Damaged Items - Checked					1		2		1				5
Property - Special Handling - Missing Items - Checked										1	1		2
Screening					2		1	1	5	2	1	1	13
Screening - Inconsistency											1		1
Screening - Lengthy Lines							1		3				4
Screening - Procedures/Process					2			1	2	2		1	8
2020	5	3	2	1	1	2		1			1	3	19
Civil Rights												1	1
Civil Rights - Hair Patdowns												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	2	1		1									5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	1											4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1				2					1	1	5
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Checked		1				1							2
Screening	2	1	1		1								5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	1		1								4
2021	2	1		1	1	3	1	2	7	7	4	5	34
Civil Rights	1				1					1			3
Civil Rights - Racial Profiling or Discrimination	1									1			2
Civil Rights - Transgender Screening					1								1
Customer Service		1		1				1		1		2	6
Customer Service - TSO		1		1				1		1		2	6
Expedited Passenger Screening Program									4	4	4	3	15
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	4	4	2	12
Persons w/ Disabilities (PWD)	1								1				2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Property - Special Handling						3		1	1	1			6
Property - Special Handling - Damaged Items - Checked						2		1		1			4
Property - Special Handling - Missing Items - Carry-On						1			1				2
Screening								1					1
Screening - Inconsistency								1					1
2022	2	5	7	5	5	13							37
Customer Service		1	1	1		1							4
Customer Service - TSO		1	1	1		1							4
Expedited Passenger Screening Program	1	3	4	4	5	7							24
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program - TSA PreCheck	1	3	4	2	5	7							22
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/€		1											1
Prohibited & Permitted Items - Medication/Prescription/Medically			1										1
Property - Special Handling						2							2
Property - Special Handling - Missing Items - Carry-On						2							2
Screening	1		1			3							5
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					3							4

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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
IMT	1	3	4	2	2	2			1	3			18
2019										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			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 - Damaged/Missing Items--Checked Baggage				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 - Damaged/Missing Items--Carry-on Luggage										1			1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked Baggage			1										1
Screening				1	1				1				3
Screening - Procedures/Process				1	1				1				3
2022		2	3		1	2							8
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1	2		1	2						6
Expedited Passenger Screening Program - TSA PreC			1	2		1	2						6
Patdown			1										1
Patdown - Flyer			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
IND	48	62	62	60	65	101	20	36	39	50	41	41	625
2019				10	12	11	12	19	17	21	20	15	137
Civil Rights							1	1		2		2	6
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination								1		1		1	3
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Transgender Screening												1	1
Customer Service				2	1		2	4		7	1	1	18
Customer Service - TSO				2	1		2	4		7	1	1	18
Locks					4			1		2	3		10
Locks - Missing or Damaged Lock					4			1		2	3		10
Mishandling of Passenger Property				3	4	5	3	6	7	4	3	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	3		2	4	5	3	3	2	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1	3	1	2	2	1		1	12
Patdown							3	1	3	1	2		10
Patdown - Flyer							3	1	2	1	2		9
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				1			1		1	2	3		8
Persons w/ Disabilities (PWD) - Diabetes											2		2
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) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				4	2	1	4	3	6	1	5	7	33
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				1		1	2	1	1		1	3	10
Property - Special Handling - Missing Items - Carry-On					1			1	1			3	6
Property - Special Handling - Missing Items - Checked				3	1		2	1	3	1	4	1	16
Screening					1	2		1	2	1	5	2	14
Screening - Lengthy Lines											2		2
Screening - Procedures/Process								1	2		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				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	15
Customer Service - Others				1									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 Items--Carry-on Luggage					1	2			1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	1	6	1	1	1				2	1	2	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	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 Medication and Medical Supplies			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									1
Property - Special Handling	3	4	2	6	1	5		1	1	2	4	2	31
Property - Special Handling - Damaged Items - Carry-On		1	1			1					1		4
Property - Special Handling - Damaged Items - Checked	1					1		1				1	5
Property - Special Handling - Missing Items - Carry-On				1	1	2							4
Property - Special Handling - Missing Items - Checked	2	3	1	5	1	1			1	1	3	1	18
Screening			1	2	4	1	2		1		2		13
Screening - Inconsistency									1				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	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			3
Customer Service - TSO	1	2	1		1	1	1	5		2	2	4	20
Expedited Passenger Screening Program			1		1	2	3	6	6	12	7	8	46

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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
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program								1	2			1	4
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	3	5	4	11	7	7	41
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property		2	5	1	1	3		1	2		1		17
Mishandling of Passenger Property - Damaged/Missu			2			1			1				4
Mishandling of Passenger Property - Dam		1	2	1	1	1		1	1		1		10
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disarrayed Item			1			1							2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown		1	1			1			1			1	5
Patdown - Flyer		1	1			1			1			1	5
Persons w/ Disabilities (PWD)										1	2		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Prohibited & Permitted Items			1	1					1	1			4
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1	1					1				3
Property - Special Handling		4	1	1	1	3	3	2	2	4	4	1	26
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Check		1				1		2					4
Property - Special Handling - Missing Items - Carry-On					1		1			1			3
Property - Special Handling - Missing Item		4		1	1	2	2	1		4	1	1	17
Screening			2	1		1			2	1		2	9
Screening - Children						1							1
Screening - Inconsistency										1			1
Screening - Procedures/Process			2	1					2			2	7
2022	32	37	38	34	29	64							234
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1									3
Civil Rights - Racial Profiling or Discrimin	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening	1												1
Customer Service	2	4	2	1	2	2							13
Customer Service - TCC						1							1
Customer Service - TSO	2	4	2	1	2	1							12
Expedited Passenger Screening Program	22	25	33	25	21	51							177
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program	3	2	3	4		2							14
Expedited Passenger Screening Program	19	23	30	21	20	49							162
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2									2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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)		2		1		3							6
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Property - Special Handling	3	3	2	2	1	2							13
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged It	2		1										3
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Item	1	2		1	1	1							6
Screening		2	1	1	2	5							11
Screening - Inconsistency		2											2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1	2	4							8

TSA Contact 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
INL		2	1	1				1		2	3	2	12
2019								1			2	1	4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2020										1	1		2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2021			1	1						1		1	4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Screening					1						1		2
Screening - Procedures/Process					1						1		2
2022		2											2
Screening		2											2
Screening - Inconsistency		2											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
IPL	1		1		2				1			1	6
2019					1							1	1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					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

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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
IPT	1			2		2			1		1	1	8
2019				2		1					1	1	4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							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 Application Program												1	1
Patdown									1				1
Patdown - Flyer									1				1
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							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
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 - Damaged/Missing Items--C			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
ISP	17	14	13	21	18	20	10	8	6	13	18	8	166
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								2
Mishandling of Passenger Property					2	1	3	2		1	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1	2	2		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				1		1				1			3
Patdown - Flyer				1		1				1			3
Property - Special Handling				3	1			1	1	2	2	1	11
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1					1		1	1	4
Property - Special Handling - Missing Items - Checked				2	1			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 Discrimination		1											1
Civil Rights - Transgender Screening						1							1
Customer Service		1	1										2
Customer Service - Others		1											1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1		2	1	1				1				6
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1				1				5
Mishandling of Passenger Property - Disa	1												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 Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically				1									1
Persons w/ Disabilities (PWD) - Respirato				1									1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling	1		1	1		2							5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1		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/Confiscated Items				1									1
2021	1		2	2	1	1	5	4	4	8	8	5	41
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1			2		2		1		6
Customer Service - TSO				1			2		2		1		6
Expedited Passenger Screening Program							2	2		7	4	3	18
Expedited Passenger Screening Program - TSA PreCheck							2	2		6	4	3	17
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-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	2		7
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked					1					1	1		3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1					2				1	4
Screening - Children			1										1
Screening - Inconsistency								1					1
Screening - Procedures/Process								1				1	2
2022	11	11	5	8	12	10							57
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program	7	9	4	8	10	10							48
Expedited Passenger Screening Program - TSA Appl	2	1	1			1							5
Expedited Passenger Screening Program	7	7	3	7	10	9							43
Patdown					1								1
Patdown - Children					1								1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	1											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
Screening - Procedures/Process	1	1											2
ITH		3		1		2		1		3	1	2	13
2019								1		2		1	4
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown										1			1
Patdown - Flyer										1			1
2020		2		1							1		4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			1								1		2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2021										1		1	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Patdown										1			1
Patdown - Flyer										1			1
2022		1				2							3
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA PreCheck								2					2
ITO	11	4	7	9	10	14	7	5	2	5	11	5	90
2019				4	1	4	3	4	1	1	5	1	24
Customer Service				1		1	1						3
Customer Service - Others							1						1
Customer Service - TSO				1		1							2
Locks				1		2							3
Locks - Missing or Damaged Lock				1		2							3
Mishandling of Passenger Property				1	1		2		1	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2		1	1	1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown						1		2			1		4
Patdown - Flyer						1		2			1		4
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1			1		2
Property - Special Handling								1			2	1	4
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked											2		2
Screening				1									1
Screening - Procedures/Process				1									1
2020	2	2	3	2	4	2	1			1	1	2	20
Customer Service			2		2								4
Customer Service - Others					1								1
Customer Service - TSO			2		1								3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	2	2				2					1		7
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Dam	2	1				1					1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling				1	1		1					1	4
Property - Special Handling - Damaged Items - Checked				1	1							1	3
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2021	3	1				2	3	1	1	3	5	2	21
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service		1											1
Customer Service - TSO		1											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
Identification (ID) Requirements - Domestic							1						1
Patdown											1	1	2
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	2						1				1		4
Property - Special Handling - Damaged It	1										1		2
Property - Special Handling - Missing Item	1						1						2
Screening	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
Screening - Procedures/Process		1											1
2022	6	1	4	3	5	6							25
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	3	1	1	1	3	3							12
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	2	1	1	1	2	3							10
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic				1									1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
Persons w/ Disabilities (PWD)			1				1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	2			1									3
Screening - Procedures/Process	2			1									3

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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
IWA	10	17	16	20	19	37	20	16	16	13	11	9	204
2019				2	5	6	12	9	4	8	6	7	59
Customer Service					2	2	6	3	1	1	1		16
Customer Service - TSO					2	2	6	3	1	1	1		16
Locks								1			1		2
Locks - Missing or Damaged Lock								1			1		2
Lost and Found					1		1				1		3
Lost and Found - Airport/TSA					1		1				1		3
Mishandling of Passenger Property					2	2	2	1		1	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1			1		1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling				2			2	1	2	1		2	10
Property - Special Handling - Damaged Items - Checked				1						1		1	3
Property - Special Handling - Missing Items - Carry-On				1			1	1	1				4
Property - Special Handling - Missing Items - Checked							1		1			1	3
Screening						1	1	3	1	3	2	2	13
Screening - Lengthy Lines													1
Screening - Procedures/Process						1	1	2	1	3	2	1	11
Screening - Security Breach								1					1
2020	5	4	7	8	3	5	1	2	3	1	1	1	41
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	3	2		4	2	1		1				1	14
Customer Service - TSO	3	2		4	2	1		1				1	14
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1		2	2	1	2			1				9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		2	1	1	2			1				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling		1	2	1		1			2		1		8
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked		1	2	1					2		1		7
Screening	1	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								1					1
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Customer Service		3		2	3	3	1	1	4	3	2		22
Customer Service - TSO		3		2	3	3	1	1	4	3	2		22
Expedited Passenger Screening Program				1				2	1	1	1		6
Expedited Passenger Screening Program - TSA PreCheck				1				2	1	1	1		6
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1							2
Patdown						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 Spectrum					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling		1		1		2	2		1				7
Property - Special Handling - Damaged Items - Carry-On				1		1	1						3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1											1
Screening		1			2	1	1		2		1		8
Screening - Inconsistency							1		1				2
Screening - Procedures/Process		1				2	1		1		1		6
2022	3	9	8	6	4	18							48
Customer Service		2	1			4							7
Customer Service - TSO		2	1			4							7
Expedited Passenger Screening Program	1	3	4	5	4	12							29
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program	1	3	4	5	4	10							27
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1	1										2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling			1										1

TSA Contact 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
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	2	2		1		2							7
Screening - Procedures/Process	2	2		1		2							7

TSA Contact 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
IWD					1	1				1			3
2019										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 PreCheck					1								1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1

TSA Contact 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
JAC	2	2	10	7	2	12	2		6	10	15	5	73
2019				2		1			4	3	2	4	16
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer as Observer						1							1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Checked												2	2
Screening				1					1	1	1	1	5
Screening - Inconsistency									1	1			2
Screening - Procedures/Process				1								1	2
Screening - Retrieving Abandoned/Confiscated Items											1		1
2020	1	1	2	2	1						4		11
Customer Service											1		1
Customer Service - TSO											1		1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Patdown						1					1		2
Patdown - Flyer						1							1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2								1		3
Screening - Procedures/Process			2								1		3
2021	1		2			2	2		2	7	9	1	26
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program						1	2		2	5	6	1	17
Expedited Passenger Screening Program - TSA PreCheck						1	2		2	5	6	1	17
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Property - Special Handling		1									1		2
Property - Special Handling - Missing Items		1									1		2
Screening				1			1						2
Screening - Inconsistency							1						1
Screening - Procedures/Process				1									1
2022		1	6	3	1	9							20
Expedited Passenger Screening Program		1	6	3	1	7							18
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	6	3	1	6							17
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact 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
JAN	6	8	11	13	15	16	3	7	8	10	9	8	114
2019				4	1	2	2	7	4	2	3	3	28
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1				3	1			1	6
Customer Service - Others								1					1
Customer Service - TSO				1				2	1			1	5
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	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1	1	1		5
Patdown								1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling				1	1	1			2		2		7
Property - Special Handling - Damaged Items - Checked					1	1					1		3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked									2		1		3
Screening				2				2				1	5
Screening - Inconsistency												1	1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1				2					3
2020	3	1	4	2	1	2			2	4	1	2	22
Civil Rights									1			1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination									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								1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1								1		4
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1		1	1					1	1		1	6
Property - Special Handling - Damaged Items - Checked	1		1						1			1	4
Property - Special Handling - Missing Items - Checked				1						1			2
Screening	1		1			1				3			6
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1				3			5
2021		1	1	2	1	5	1		2	4	5	3	25
Civil Rights						1							1
Civil Rights - Transgender Screening						1							1
Customer Service		1	1	1					2	2		1	8
Customer Service - CSM				1									1
Customer Service - TSO		1	1						2	2		1	7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											1	2	3
Expedited Passenger Screening Program - TSA PreCheck											1	2	3
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1							1		2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							2			1			3
Property - Special Handling - Damaged Items - Checked							2						2
Property - Special Handling - Missing Items - Checked										1			1
Screening						3				1	1		5
Screening - Inconsistency											1		1
Screening - Procedures/Process						2				1			3
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	3	6	6	5	12	7							39
Customer Service		2			1	2							5
Customer Service - TSO		2			1	2							5
Expedited Passenger Screening Program	1	3	2	5	10	3							24
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Process				1									1
Expedited Passenger Screening Program - TSA PreCheck	1	3		5	9	3							22
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Person			1										1
Property - Special Handling	1	1			1	1							4
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							2
Screening	1		2			1							4
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	1		1										2

TSA Contact 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
JAX	59	69	52	63	67	116	46	56	47	62	63	51	751
2019				15	11	28	27	26	18	18	18	19	180
Civil Rights				1			1				1		3
Civil Rights - Racial Profiling or Discrimination				1			1						2
Civil Rights - Transgender Screening											1		1
Customer Service					1	3	6	1	3	2	2	4	22
Customer Service - Others								1					1
Customer Service - TSO					1	3	6		3	2	2	4	21
Locks						1	2	3		1	2	2	11
Locks - Missing or Damaged Lock						1	2	3		1	2	2	11
Mishandling of Passenger Property				3	1	9	8	10	3	5	5	5	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	6	6	7	3	4	4	2	36
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	2	2		1	1	2	10
Patdown					2	3			1				6
Patdown - Flyer					2	2			1				5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				1		2		1		1	1	1	7
Persons w/ Disabilities (PWD) - Diabetes						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	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling				6	4	6	6	4	4	6	4	5	45
Property - Special Handling - Damaged Items - Carry-On				1	1							1	3
Property - Special Handling - Damaged Items - Checked				1	1	2	3	1		1	3	2	14
Property - Special Handling - Missing Items - Carry-On							1		2	3		1	7
Property - Special Handling - Missing Items - Checked				4	2	4	2	3	2	2	1	1	21
Request for Assistance						1			1				2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				4	3	3	4	7	6	3	3	2	35
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				2									2
Screening - Lengthy Lines					1	1		1	2	1	1		7
Screening - Procedures/Process				2	2	2	4	5	4	2	1	2	24
Screening - Security Breach								1					1
2020	23	19	14	8	11	9	3	4	8	9	21	10	139
Civil Rights		1		1							1		3
Civil Rights - Racial Profiling or Discrimination		1		1							1		3
Customer Service	4	3	2		1	1				1	3	1	16
Customer Service - TSO	4	3	2		1	1				1	3	1	16
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	1	2							2		1	3	9
Locks - Missing or Damaged Lock	1	2							2		1	3	9
Mishandling of Passenger Property	4	3	4	3	3	2	1	1	1	1	4	2	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1							1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	2	1	2	3	2	1	1		1	1	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	3						1		2		8
Patdown		1			1						1		3
Patdown - Flyer		1			1						1		3
Persons w/ Disabilities (PWD)	1		3	1		2			1	1	2		11
Persons w/ Disabilities (PWD) - General			1	1						1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
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) - Mobility Disability (Not Wheelchair or Scooter)			2										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair	1								1				2
Property - Special Handling	8	6	4	1	5	3	1	2	3	5	5	4	47
Property - Special Handling - Damaged Items - Carry-On	1			1	1	1							4
Property - Special Handling - Damaged Items - Checked	2	3			1			1	1	2	4	1	15
Property - Special Handling - Missing Items - Carry-On	1	1	2		2	2		1			1	1	11
Property - Special Handling - Missing Items - Checked	4	2	2		1		1		2	3		2	17
Screening	4	3	1	2	1	1	1	1	1	1	4		20
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1	1	2	1	1		1	1	1	4		16
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach		2											2
2021	10	12	3	11	11	5	16	26	21	35	24	22	196
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights				4	1		2	1	1	1		1	11
Civil Rights - Hair Patdowns				1			1						2
Civil Rights - Racial Profiling or Discrimination				3	1			1	1	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Customer Service		2		2	3	2	3	3	2	6	3		26
Customer Service - TSO		2		2	3	2	3	3	2	6	3		26
Expedited Passenger Screening Program		1		1	1	1	7	10	6	17	17	17	77
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1			1		2
Expedited Passenger Screening Program - Known Crew Member										1		1	2
Expedited Passenger Screening Program - TSA Application Program							1	1	2		2	2	8

TSA Contact 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	
Expedited Passenger Screening Program - TSA PreC			1			1	1	5	7	3	15	14	14	61
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1	1	1			3
Identification (ID) Requirements			1											1
Identification (ID) Requirements - Domestic			1											1
Locks		1				1				1	1			4
Locks - Missing or Damaged Lock		1				1				1	1			4
Lost and Found						1						1		2
Lost and Found - Airport/TSA						1						1		2
Mishandling of Passenger Property		3	3		2	1	1	1	4		3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		3	3		1		1		4		2			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1			1			2
No Jurisdiction										2			1	3
No Jurisdiction - Refer to Other										2			1	3
Patdown			1	1		1			1	2	3		1	10
Patdown - Flyer			1	1		1			1	2	2		1	9
Patdown - Flyer as Observer											1			1
Persons w/ Disabilities (PWD)									3			1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1					1
Prohibited & Permitted Items						1				1		1		3
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump						1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1		1			2
Property - Special Handling		4	2	1	2		1	2	3	2	3	1	1	22
Property - Special Handling - Damaged Items - Carry-On										2		1	1	4
Property - Special Handling - Damaged Items - Missing Items - Carry-On		3	1		1			1	1		1			8
Property - Special Handling - Missing Items - Carry-On					1			1	1		1			4
Property - Special Handling - Missing Items - Checked		1	1	1			1		1		1			6
Screening		2	3			1		1	4	1	1		1	14
Screening - Inconsistency						1			2	1				4
Screening - Procedures/Process		2	3					1	2		1		1	10
2022	26	38	35	29	34	74								236
Airline							1							1
Airline - Policy/Regulations/Service							1							1
Civil Rights			1	2		1	1							5
Civil Rights - Race							1							1
Civil Rights - Racial Profiling or Discrimination			1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1										1
Customer Service			3	2	1	2	7							15
Customer Service - TSO			3	2	1	2	7							15
Expedited Passenger Screening Program		21	28	28	19	24	55							175
Expedited Passenger Screening Program - TSA PreC		2	2	1		1	1							7
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In		1	3	3	2									9
Expedited Passenger Screening Program - TSA PreC		17	22	24	17	23	54							157
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In		1	1											2
Identification (ID) Requirements						1								1
Identification (ID) Requirements - Domestic						1								1
Locks							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			1											1
Mishandling of Passenger Property - Disarrayed Item			1											1
No Jurisdiction		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)						3	2							5
Persons w/ Disabilities (PWD) - Diabetes							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) - Wheelchair/ Scooter/ Segway						1								1
Property - Special Handling		2	2	1	2	2	2							11
Property - Special Handling - Damaged Items - Carry-On					1	1	1							3
Property - Special Handling - Damaged Items - Missing Items - Carry-On		1	1											2
Property - Special Handling - Missing Items - Carry-On		1			1		1							3
Property - Special Handling - Missing Items - Checked		1		1		1								3
Screening		1	3		6		5							15
Screening - Crew Member or Airline Employee					1									1
Screening - Inconsistency			1											1
Screening - Procedures/Process		1	1		5		5							12
Screening - Shoe Screening			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
JFK	465	440	572	713	634	665	331	384	381	435	481	438	5,939
2019				168	149	190	228	270	244	243	255	230	1,977
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flyer											1		1
Advanced Imaging Technology (AIT) - General											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				3	2	1	5	2	2	5	3	7	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	2		4		1		8
Civil Rights - Sexual Orientation - Not Transgender												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	3	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	59	485
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1	2	2	3	2	4	5	6	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				36	41	32	50	45	40	56	59	45	404
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1	1	2	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				6		2	4	6	7	8	6	8	47
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown					2	5	4	8	6	6	5	2	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 Spectrum							2	2					4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	2		1	1	1			6
Persons w/ Disabilities (PWD) - Diabetes								2	1		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General					2		1	1					4
Persons w/ Disabilities (PWD) - Hearing Impairment				1					2				3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1					1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1				1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1			1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	1			4		1			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2	1			1			1		5
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						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 - Carry-On				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 (MSIJSOC)							1	1					2
Screening				13	13	22	27	22	30	14	26	23	190
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines				1	4	5	4	6	1	3	3		27
Screening - Procedures/Process				10	9	15	23	15	25	8	17	22	144
Screening - Retrieving Abandoned/Confiscated 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

TSA Contact 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
Civil Rights - Racial Profiling or Discrimination	5	3	8	2	6	1	2	1		1		2	31
Civil Rights - Screening of Religious Culture	1		1										2
Civil Rights - Sex/Gender/Gender Identity	3	1	1	1	2	1					1		10
Civil Rights - Sexual Orientation - Not Transgender			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	5	1							27
Customer Service - TSO	53	39	56	49	34	26	1	1	3	14	7	5	288
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				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	9	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 - Damaged	7	6	2	6		1					1		23
Mishandling of Passenger Property - Damaged or Lost	52	30	50	56	35	27	3	1	1	5	11	10	281
Mishandling of Passenger Property - Disposition	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	4	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	8	6			1	2	2	4	61
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		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 Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1	2	1	1	1	1						1	8
Persons w/ Disabilities (PWD) - Metal Implants	1		1										2
Persons w/ Disabilities (PWD) - Mobility Devices	1	1	3	1	2	1						2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prostheses	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals			3							1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1	1			1							3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchairs	4	2	1		2	1						1	11
Property - Special Handling	61	31	61	65	41	23	3	4	10	13	20	18	350
Property - Special Handling - Damaged Items	9	5	8	5	4	1				2	1		35
Property - Special Handling - Damaged Items - Checked	13	9	9	13	9	1	2	1	4	3	3	6	73
Property - Special Handling - Missing Items	9	4	7	8	5	9		1	3	3	4	3	56
Property - Special Handling - Missing Items - Checked	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	17	14	3	2	4	1	6	9	132
Screening - Retrieving Abandoned/Confiscated Items			1		1	1							3
Screening - Security Breach	2			4	1								7
2021	53	50	48	49	49	56	90	103	113	152	174	157	1,094
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
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 Employee)			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 Discrimination	1	1	1		4	2	1	2	2	2	5	3	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1		2	2	1	8
Civil Rights - Sexual Orientation - Not Transgender												2	2
Civil Rights - Transgender Screening				1					1				2
Claims						2		2					4
Claims - General						2							2
Claims - Status								2					2
Customer Service	8	7	12	15	12	11	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	12	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

2022 TSA Contact 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	
Expedited Passenger Screening Program - TSA Application Program						1		4	3	4	1	3	2	18
Expedited Passenger Screening Program - TSA PreCheck				7	1	8	18	25	22	53	77	78	289	
Flying Armed							1						1	
Flying Armed - General							1						1	
Hazardous Materials Safety				1	3	2	3	2			3	1	15	
Hazardous Materials Safety - General				1	3	2	3	2			3	1	15	
Locks	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	
Lost and Found	2	1	1	1		1	1	1	1	1	1	1	12	
Lost and Found - Airport/TSA	2	1	1	1		1	1	1	1	1	1	1	12	
Mishandling of Passenger Property	16	9	14	7	3	1	5	8	5	5	3	5	81	
Mishandling of Passenger Property - Dam	1												1	
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1	2		1	1		7	
Mishandling of Passenger Property - Dam	12	9	12	7	2	1	4	4	3	4	1	5	64	
Mishandling of Passenger Property - Dam	1							1					2	
Mishandling of Passenger Property - Disa	2				1			1	2		1		7	
No Jurisdiction				3	1	1		1			1		2	
No Jurisdiction - Refer to CBP				1		1		1					4	
No Jurisdiction - Refer to Department of State				1									1	
No Jurisdiction - Refer to Other				1	1					1		1	4	
No Subject				1									1	
No Subject - General				1									1	
Notice of Violation/Civil Penalties				1						1			2	
Notice of Violation/Civil Penalties - General				1						1			2	
Patdown	1		1		4		1	1	4	5	8	2	27	
Patdown - Children							1				1		2	
Patdown - Flyer	1		1		2			1	4	5	5	2	21	
Patdown - Flyer as Observer											2		2	
Patdown - General					2								2	
Persons w/ Disabilities (PWD)	1	6	2		1	2		4	8	11	5	3	43	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /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 Medical Devices									1				1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1	
Persons w/ Disabilities (PWD) - Medically	1				1			2	2	2	2	2	12	
Persons w/ Disabilities (PWD) - Mobility Disability (N		3								3	1		7	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1	
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2				2	
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									2				2	
Persons w/ Disabilities (PWD) - Service Animals		2				1		1		1			5	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1							1		1	4	
Prohibited & Permitted Items			1		1			1		2		1	6	
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1					1	
Prohibited & Permitted Items - Food/Beverages					1							1	2	
Prohibited & Permitted Items - Ice/Gel Packs			1										1	
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1	
Prohibited & Permitted Items - Sporting Goods										1			1	
Property - Special Handling	9	17	5	6	5	19	21	19	25	18	25	22	191	
Property - Special Handling - Damaged It	1	1			1	1	1		2	3	5	9	24	
Property - Special Handling - Damaged It	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	
Screening	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	302							1,426	
Additional Information Required/Insufficient Information													1	
Additional Information Required/Insufficient Information - EMAIL ONLY													1	
Airline	1		1		1								3	
Airline - Policy/Regulations/Service	1			1									2	
Airline - Wheelchair Assistance			1										1	
Civil Rights	1	5	4	4	4	4							22	
Civil Rights - Age		1											1	
Civil Rights - National Origin				1									1	
Civil Rights - Not Specified								1					1	
Civil Rights - Perceived Religion						1	2						3	
Civil Rights - Profiling							1						1	
Civil Rights - Racial Profiling or Discrimin	1	4	4	2	1								12	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2	
Civil Rights - Transgender Screening					1								1	
Claims		1											1	
Claims - General		1											1	
Customer Service	26	31	29	22	25	39							172	
Customer Service - Others	1												1	
Customer Service - TSO	25	31	29	22	25	39							171	
DHS TRIP		1											1	
DHS TRIP - General		1											1	
Expedited Passenger Screening Program	89	114	163	140	185	210							901	

TSA Contact 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
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program	4	10	7	5	8	4							38
Expedited Passenger Screening Program	85	103	156	135	175	204							858
Expedited Passenger Screening Program - TSA/DHS		1			2	1							4
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - General			1										1
Hazardous Materials Safety		2	1	1	4	2							10
Hazardous Materials Safety - General		2	1	1	4	2							10
Identification (ID) Requirements			1	2	2	2							7
Identification (ID) Requirements - Domestic				2	2	2							6
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				1	2	1	3						7
Lost and Found - Airport/TSA				1	2	1	3						7
Mishandling of Passenger Property		6	7	5	9	2	3						32
Mishandling of Passenger Property - Dam		2	7	3	1		1						14
Mishandling of Passenger Property - Dam		4		2	6	2	2						16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
No Jurisdiction			4	5	2	5	6						22
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP			2	1		2	5						10
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other			2	3	2	2	1						10
Patdown		2	4	4	2	3	4						19
Patdown - Children			1										1
Patdown - Flyer		2	3	3	2	3	3						16
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		6	6	8	6	7	5						38
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes					1		1						2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General		1				2	1						4
Persons w/ Disabilities (PWD) - Internal Medical Dev			1		1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th				1	1		1						3
Persons w/ Disabilities (PWD) - Medically		1	2										3
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				3	1	1							5
Persons w/ Disabilities (PWD) - Prosthesi		3	1			2							6
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			2	1			1						4
Prohibited & Permitted Items		3	3	5									11
Prohibited & Permitted Items - Alcohol an		1	1	3									5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast				1									1
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Food/Beve		2	1										3
Prohibited & Permitted Items - Sporting Goods			1										1
Property - Special Handling		15	18	17	19	13	11						93
Property - Special Handling - Damaged It		5	4	2	7	1	2						21
Property - Special Handling - Damaged It		5	1	3	3	1							13
Property - Special Handling - Missing Item		2	9	9	4	7	4						35
Property - Special Handling - Missing Item		3	4	3	5	4	5						24
Screening		12	13	18	17	9	11						80
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency			3	6									9
Screening - Lengthy Lines		1		1	1	2							5
Screening - Procedures/Process		11	8	9	14	6	10						58
Screening - Retrieving Abandoned/Confiscated Items			1	1	2	1	1						6
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportab		1											1

TSA Contact 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
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 Back				2			1						3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact 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
JLN	3	1	2	2	1	1	1			1	3	1	16
2019						1	1			1	3	1	6
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Property - Special Handling											3		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											2		2
2020	2		2	2									6
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling	2		2										4
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked			2										2
Screening				1									1
Screening - Procedures/Process				1									1
2021										1			1
Customer Service										1			1
Customer Service - TSO										1			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 PreCheck						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items	1												1

TSA Contact 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
JMS				1		1	1				1		4
2019				1			1				1		3
Mishandling of Passenger Property				1			1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1				1		3
2021							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1

TSA Contact 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
JNU	7	3	4	11	6	2		8	11	10	14	4	80
2019				2	1			5	4	4	5	4	25
Advanced Imaging Technology (AIT)					1			1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service									2				2
Customer Service - TSO									2				2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										2	3		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											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) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening								1	1	2	1	2	7
Screening - Inconsistency										1			1
Screening - Procedures/Process								1	1	1	1	1	5
Screening - Security Breach												1	1
2020	2	1		3	2	1				3	6		18
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1	2	1				1	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1				1	2		6
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling				1						2	3		6
Property - Special Handling - Damaged Items - Checked				1						2			3
Property - Special Handling - Missing Items - Checked											3		3
Screening	1												1
Screening - Procedures/Process	1												1
2021	2	1	1	4	2			3	7	3	3		26
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1				2
Customer Service			1	1				1		1	1		5
Customer Service - TSO			1	1				1		1	1		5
Expedited Passenger Screening Program									3	1	1		5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	1	1		4
Patdown				1	1								2
Patdown - Flyer				1									1
Patdown - General					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Prohibited & Permitted Items		1									1		2
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling	2			1	1			1	1				6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items	2												2
Property - Special Handling - Missing Items - Checked								1	1				2
Screening				1					2				3
Screening - Inconsistency									2				2
Screening - Procedures/Process				1									1
2022	3	1	3	2	1	1							11
Expedited Passenger Screening Program	2	1	3	1		1							8
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2		3	1		1							7
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown	1												1
Patdown - Flyer	1												1
Screening						1							1
Screening - Lengthy Lines						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
JQF	3	2	2	2	1	2		2	2	2	4	3	25
2019								2	2	2	1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked												1	1
2020	1	1	1	1							1	1	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1
2021	1					1			2	2	2	1	9
Call Disconnect/Dropped/Wrong Number						1							1
Call Disconnect/Dropped/Wrong Number - General						1							1
Civil Rights									1	1	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1	1	1		3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2022	1	1	1	1		2							6
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program		1	1					1					3
Expedited Passenger Screening Program - TSA PreC		1	1					1					3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening								1					1
Screening - Procedures/Process								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
JST									1				1
2019									1				1
Customer Service									1				1
Customer Service - TSO									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
KOA	16	35	38	47	44	47	18	12	28	31	26	23	365
2019				11	9	7	9	8	15	16	12	9	96
Civil Rights					1		2	1		1	1		6
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service				1	3	1	1	4	6	3	1		20
Customer Service - Others					1								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	5	3	2	5	2	4	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	4	2	3	2	5	2	3	3	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2					1	1	4
Patdown				2							1		3
Patdown - Flyer				2							1		3
Persons w/ Disabilities (PWD)					1				1	3	1		6
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
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) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				3					2	7	3	3	18
Property - Special Handling - Damaged Items - Checked									1	3		1	5
Property - Special Handling - Missing Items - Carry-On										2		1	3
Property - Special Handling - Missing Items - Checked				3					1	2	3	1	10
Screening				2			3	1	1		1	1	9
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							3	1			1	1	6
Screening - Retrieving Abandoned/Confiscated Items				2									2
2020	8	17	18	15	17	12	3		1	1	2	3	97
Civil Rights	1	1	1	2		1	1				1		8
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimination		1		2							1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Civil Rights - Sexual Orientation - Not Transgender			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	3	2	1						8
Locks - Missing or Damaged Lock				2	3	2	1						8
Lost and Found				1									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 - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	2	4	1	4	5	1		1		1	1	24
Mishandling of Passenger Property - Disarrayed Item		1	1		1								3
Patdown		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	3	2	1							7
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		2								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	4	2	3	2	1						18
Property - Special Handling - Damaged Items - Carry		1			2								3
Property - Special Handling - Damaged Items - Checked	2	3	1			1							7
Property - Special Handling - Missing Items	1	2	1	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	3	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 Discrimination										1		1	2
Civil Rights - Screening of Religious Cultural and Ceremonial Items									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 Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck							2	1	4	7	4	6	24
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	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)							1	1			1	2	5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling		1				1	1		1	2	1	2	9
Property - Special Handling - Damaged Items - Carry-On										1	1	2	4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1	1			1			3
Screening									1	2	4		7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										2	4		6
2022	7	17	19	18	16	25							102
Civil Rights		1	2										5
Civil Rights - Race													1
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1						1					2
Claims		1											1
Claims - General		1											1
Customer Service	2	1	4	3	2	3							15
Customer Service - TSO	2	1	4	3	2	3							15
Expedited Passenger Screening Program	4	10	10	10	10	16							60
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	3	9	10	10	10	16							58
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 - Disarrayed Items--Carry-on or Checked						1							1
Patdown				3	1								4
Patdown - Flyer				3	1								4
Persons w/ Disabilities (PWD)		1	1	1		1							4
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling		1				2							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1		1	1		3							6
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1		1	1		1							4
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		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
KTN	3	4	1	1	2	5	2	3	4	5	6	2	38
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 - Damaged/Missing Items--Checked Baggage							1	1		1			3
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - 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 - Damaged/Missii		1								1		1	3
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		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 Transgender								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 PreCheck						1				2			3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/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	2							8
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	1		1		1	1							4
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1		1								3
Patdown						1							1
Patdown - Flyer						1							1
Screening					1								1
Screening - Procedures/Process					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
LAN	3	3	4	4	4	2	2	1	1	6	6	2	38
2019				1	2	2	1	1	1	5	2		15
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights								1					1
Civil Rights - Perceived Religion								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				2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1							1
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2020		1	2	1	1		1				3		9
Civil Rights				1									1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2021	2	1								1	1	2	7
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening		1	1										2
Screening - Procedures/Process		1	1										2
2022	1	1	2	2	1								7
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1	1	1								3
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreC			1	1									2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown			1										1
Patdown - Flyer			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
LAR	1		1			1		1			1		5
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 - Damaged/Missing Items--C				1									1
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2022							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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
LAS	416	379	380	446	472	517	241	237	266	319	326	345	4,344
2019				107	116	141	152	146	111	126	158	136	1,193
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				3	3	1	4	9	4	9	8	7	48
Civil Rights - Age					1								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 Discrimination				1		1	3	4	1	6	2	2	20
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		1	2	2	1	4	4	16
Civil Rights - Sexual Orientation - Not Transgender										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 - Damaged/Missing Items--Carry-on Lug				7	6	8	9	5	4	6	3	6	54
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				24	18	28	18	34	19	18	32	21	212
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		2			3
Mishandling of Passenger Property - Disarrayed 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
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General				1	1	1		1	1			1	6
Persons w/ Disabilities (PWD) - Hearing Impairment				1		1		1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1					1	1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Implants (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) - Respiratory and Inhaler Equipment						1	1		1	1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1				1	1			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					3	1	1		1	1	4	1	12
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling				29	30	33	37	30	35	25	33	40	292
Property - Special Handling - Damaged Items - Carry-On				8	5	4	5	3	4	3	5	3	40
Property - Special Handling - Damaged Items - Checked				5	4	10	8	6	7	4	8	11	63
Property - Special Handling - Missing Items - Carry-On				2	15	3	6	3	6	5	7	8	55
Property - Special Handling - Missing Items - 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 Employee												1	1
Screening - Inconsistency									1			2	3
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/Confiscated 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	11	2	6	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 Discrimination	5	1	6	1	3	1	1	1	4	1	2	1	27
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	2	1	1								5
Civil Rights - Sexual Orientation - Not Transgender					1								1
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 - Damaged/Missing Items--Carry-on	4	6	9	8	9	7	2		3	3	3		54
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	22	15	25	26	27	11	2	1	6	6	7	7	155
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1											2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	9	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

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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
Persons w/ Disabilities (PWD)	12	5	6	10	14	1				4	2	6	60
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1			1								2
Persons w/ Disabilities (PWD) - Diabetes		1			1								2
Persons w/ Disabilities (PWD) - Hearing I	1			1	1								3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically	3	1		1	5					1	1		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	4	3							1	11
Persons w/ Disabilities (PWD) - Ostomy/O	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1						1	3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Av	1		1		1						1	1	5
Persons w/ Disabilities (PWD) - Wheelcha	6		2	1	2					2		1	14
Property - Special Handling	50	42	34	44	40	19	2	2	9	25	15	26	308
Property - Special Handling - Damaged It	7	8	10	14	9	7				2	1	3	61
Property - Special Handling - Damaged It	9	6	5	9	4	1	1	1	3	8	1	4	52
Property - Special Handling - Missing Item	20	13	11	3	13	4	1	1	2	9	2	9	88
Property - Special Handling - Missing Item	14	15	8	18	14	7			4	6	11	10	107
Screening	22	12	24	19	15	12	2	5	5	10	11	7	144
Screening - Crew Member or Airline Empl	1	1		1									3
Screening - Inconsistency	1		1		1	1					2	1	7
Screening - Lengthy Lines	4	2	2	2	1	2		1					14
Screening - Procedures/Process	14	7	21	14	11	9	2	4	5	9	9	5	110
Screening - Retrieving Abandoned/Confiscated Items		2											2
Screening - Security Breach	2			2	2					1		1	8
2021	83	63	37	45	41	74	78	79	118	133	114	132	997
Additional Information Required/Insufficient Information					1			1					2
Additional Information Required/Insufficient Information - EMAIL ONLY					1			1					2
Airline										1		1	2
Airline - Policy/Regulations/Service										1		1	2
Civil Rights	3	3	2		1	3	5	1	3	7	3	2	33
Civil Rights - Age						1						1	2
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimin	1	3	2			1	3		2	6	3		21
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1	1					1	4
Civil Rights - Transgender Screening	2						1						3
Claims			3	1			1			1		1	7
Claims - General			3	1			1			1			6
Claims - Status												1	1
Current Topic					2								2
Current Topic - Current Topic					2								2
Customer Service	26	20	11	12	13	18	15	20	32	23	27	24	241
Customer Service - CSM							1						1
Customer Service - Others	3	4	1	1									9
Customer Service - TSO	23	16	10	11	13	18	14	20	32	23	27	24	231
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			3	5	5	11	20	19	36	50	35	63	247
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD											1	1	2
Expedited Passenger Screening Program - TSA Application Program				1		2	5	2	2	2	1	7	22
Expedited Passenger Screening Program - TSA PreCheck			3	4	5	8	15	17	33	48	33	54	220
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1						1	2
Identification (ID) Requirements	1		1							1	1		4
Identification (ID) Requirements - Domestic	1										1		2
Identification (ID) Requirements - ID Matching Ticket and Boardi			1										1
Identification (ID) Requirements - Minors Domestic										1			1
Locks	1	2				1		3	1			1	9
Locks - General									1				1
Locks - Missing or Damaged Lock	1	2				1		3				1	8
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	10	12	3	9	4	9	13	3	2	7	9	1	82
Mishandling of Passenger Property - Dam	3	1		6	1	3	8			2	6		30
Mishandling of Passenger Property - Dam	7	10	2	3	3	4	5	3	2	5	3		47
Mishandling of Passenger Property - Disarrayed Item		1	1			2						1	5
No Jurisdiction				1		1		1			1	2	6
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other				1		1					1	2	5
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown		3	1		1	2	1	3		2	2	5	20
Patdown - Flyer		2	1			2	1	2		2	2	4	16
Patdown - Flyer as Observer								1				1	2
Patdown - General					1								1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	6	4	3			3	5	3	6	2	1	5	38
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1				1	1		1		1	7
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing Impairment			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
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1					2		1			3	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility [2				1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1			1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals							1	1	1				3
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelch		1	1	1		1		1	1				6
Prohibited & Permitted Items			2				1		3		1		7
Prohibited & Permitted Items - Electronic Devices			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1						1				2
Prohibited & Permitted Items - General							1						1
Prohibited & Permitted Items - Lighters/Matches									1		1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	22	13	3	7	6	14	8	17	25	24	25	19	183
Property - Special Handling - Damaged It	3	3	1	2	1	6	3	5	10	8	8	6	56
Property - Special Handling - Damaged It	3	1	1	1	2		2	7	4	4	4	6	35
Property - Special Handling - Missing Item	4	4	1	2		3		3	6	6	8	1	38
Property - Special Handling - Missing Item	12	5	2	3	5	3	2	5	6	6	5	6	54
Screening	13	3	6	9	8	12	9	7	10	14	8	7	106
Screening - Inconsistency				2	5	1	1	1	1	1		1	13
Screening - Lengthy Lines	1		2	3	1	1	1	1	2	1		2	15
Screening - Procedures/Process	12	3	4	4	2	9	7	4	7	12	6	4	74
Screening - Rail											1		1
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Traveling with Cash						1		1					2
2022	168	178	163	130	158	222							1,019
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informati		1											1
Airline			2	2		1							5
Airline - Policy/Regulations/Service			2	2		1							5
Animals					1								1
Animals - Carry-On				1									1
Civil Rights	6	5	5	2	1	5							24
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin	2												2
Civil Rights - Race						3							3
Civil Rights - Racial Profiling or Discrimin	4	3	4	1	1								13
Civil Rights - Screening of Religious or Cultural Garm	1					1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Civil Rights - Transgender Screening	1												1
Claims		3		1	1								5
Claims - General		2		1									3
Claims - Status		1			1								2
Customer Service	28	36	31	23	27	31							176
Customer Service - Others		1											1
Customer Service - TSO	28	35	31	23	27	31							175
Duplicate E-mail	1		1	1									3
Duplicate E-mail - General	1		1	1									3
Expedited Passenger Screening Program	76	85	84	68	86	138							537
Expedited Passenger Screening Program - DoD		1	1	1	1	2							6
Expedited Passenger Screening Program	3	15	9	3	4	2							36
Expedited Passenger Screening Program	73	69	74	64	81	134							495
Identification (ID) Requirements			1		1	1							3
Identification (ID) Requirements - Domestic			1		1	1							3
Locks	1		1			2							4
Locks - Missing or Damaged Lock	1		1			2							4
Lost and Found	1	2				1							4
Lost and Found - Airport/TSA	1	2				1							4
Mishandling of Passenger Property	4	3	5	7	1	3							23
Mishandling of Passenger Property - Dam	2	3	2	2		2							11
Mishandling of Passenger Property - Dam	2		3	5	1	1							12
No Jurisdiction		1	3	4	2								10
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other			3	4	2								9
Patdown	5	1		2	2	3							13
Patdown - Flyer	5	1		2	2	3							13
Persons w/ Disabilities (PWD)	5	9	3	4	7	8							36
Persons w/ Disabilities (PWD) - Autism S	1					1							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			2			1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1				2								3
Persons w/ Disabilities (PWD) - Hearing Impairment		1		1		1							3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical [1				1								2
Persons w/ Disabilities (PWD) - Medically Necessary		3				1							4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		2								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals		1			1								2
Persons w/ Disabilities (PWD) - Wheelch	2	2		1	1	1							7
Prohibited & Permitted Items	2	2	2	1									7

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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
Prohibited & Permitted Items - Breast Milk/Baby Form			1										1
Prohibited & Permitted Items - Food/Beverages				2									2
Prohibited & Permitted Items - General	1	1											2
Prohibited & Permitted Items - Knives/Tools	1												1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Property - Special Handling	25	9	18	7	14	16							89
Property - Special Handling - Damaged Items	13	4	9	6	6	10							48
Property - Special Handling - Damaged Items	2	1	1	1	1	3							9
Property - Special Handling - Missing Items	4	2	4		5	3							18
Property - Special Handling - Missing Items	6	2	4		2								14
Screening	14	21	7	8	15	13							78
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	5	3	1	1									10
Screening - Lengthy Lines	3	3		2									8
Screening - Procedures/Process	6	13	6	5	14	13							57
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach		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
LAW	1		2	1	1	1	2	2		1		1	12
2019								1		1			2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening										1			1
Screening - Retrieving Abandoned/Confiscated 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 - Disarrayed Items--Carry-on or Checked							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 Transgender			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				1						3
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Expedited Passenger Screening Program			1				1						2
Expedited Passenger Screening Program - TSA PreCheck			1				1						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
LAX	474	466	565	589	561	757	324	338	414	413	457	382	5,740
2019				165	131	229	213	175	221	200	208	154	1,696
Advanced Imaging Technology (AIT)								2					2
Advanced Imaging Technology (AIT) - Flyer								1					1
Advanced Imaging Technology (AIT) - Non-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						1	1		1				3
Civil Rights - Racial Profiling or Discrimination				4	3	4	2	3	1		5	1	23
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	1	1	2	1	1	1	4	14
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening										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 - Domestic												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				58	36	62	54	40	58	51	48	39	446
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4	4	5	6	4	7	3	3	5	41
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				47	27	45	40	29	42	43	39	30	342
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						2	1	2					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				7	5	10	7	5	9	5	6	4	58
Patdown				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 Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1		5	3		2	12
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				4			2	1	1		1	2	11
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1	1	1	1	1			6
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 Items - Carry-On				3	2	5		2	6	5	4	5	32
Property - Special Handling - Damaged Items - Checked				10	9	6	14	8	13	11	19	14	104
Property - Special Handling - Missing Items - Carry-On				10	3	12	14	15	8	9	13	5	89
Property - Special Handling - Missing Items - Checked				17	16	30	25	31	30	26	16	20	211
Request for Assistance						1	1	1					3
Request for Assistance - Other							1	1					2
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				14	16	27	18	20	24	17	27	10	173
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency										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/Confiscated 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 Discrimination	3		1	2	4	1					4		15
Civil Rights - Screening of Religious or Cultural Garm		1											1
Civil Rights - Sex/Gender/Gender Identity	1	1	3	3	2						2	1	13
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1											1
Customer Service	27	18	32	29	25	14	4	5	4	9	8	6	181
Customer Service - Others	1		2		1	2		1	1	2			10
Customer Service - TSO	26	18	30	29	24	12	4	4	3	7	8	6	171
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic										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

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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
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	6	3	10	9	9	6			2	1	2	2	50
Patdown	7	10	9	5	4	2	1		2	3		1	44
Patdown - Children									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		1	1	4	2	1	43
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1	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 Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1			1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	2			1		1		1	6
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		2	1	1							5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1			1				1				3
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												4
Property - Special Handling	46	40	60	57	40	30	7	8	13	24	26	17	368
Property - Special Handling - Damaged It	2	6	6	8	2	1	2				1	2	30
Property - Special Handling - Damaged It	13	14	23	9	11	8		1	4	9	9	5	106
Property - Special Handling - Missing Item	4	6	11	13	10	8	2	2	3	2	3	2	66
Property - Special Handling - Missing Item	27	14	20	27	17	13	3	5	6	13	13	8	166
Request for Assistance										1			1
Request for Assistance - Other										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						2	2		2				6
Airline - Lost Baggage						1							1
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 Employee)								1	1				2
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1	2	2	2	6	2	4	3	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	3					2		1	1	1	9
Civil Rights - Sexual Orientation - Not Transgender								1			1		2
Civil Rights - Transgender Screening													1
Claims			1							2	1	1	5
Claims - General			1							2			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						1			2	1			4
Expedited Passenger Screening Program - TSA Application Program						2	4	5	6	2	4	7	30
Expedited Passenger Screening Program - TSA PreCheck			2	3	7	14	22	37	46	72	109	97	409
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1				2
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
HAZMAT Endorsement										1			1
HAZMAT Endorsement - General										1			1
Human Capital										1			1
Human Capital - Former Employee										1			1
Identification (ID) Requirements	1	1	1			1	1		1		2	5	13
Identification (ID) Requirements - Domestic	1	1	1			1	1		1		2	3	11
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues													1
Identification (ID) Requirements - International Travel													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		2		1	1		2	2		2		12
Lost and Found - Airport/TSA	2		2		1	1		2	2		2		12
Mishandling of Passenger Property	12	15	13	10	6	9	4	10	5	4	2	5	95
Mishandling of Passenger Property - Damaged/Missii		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

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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
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	2	2				1		2	1				8
No Jurisdiction				1		1			2	2		1	7
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other				1		1			1	2			5
No Subject					1								1
No Subject - General					1								1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	2	2			3	5	1	4	4	4	1	27
Patdown - Children						1			1		1		3
Patdown - Flyer	1	2	2			2	5	1	3	2	3	1	22
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	7	2	1	3		4	7	4	7	7	7	3	52
Persons w/ Disabilities (PWD) - Autism Spectrum										1	1		2
Persons w/ Disabilities (PWD) - Cognitive	1	1	1				1						4
Persons w/ Disabilities (PWD) - Diabetes				1				1	2				4
Persons w/ Disabilities (PWD) - General						1		2		1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically	3	1				1	1						6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	3			1			1			2			7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals								1	1			2	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2					1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2			3	2	6		13
Prohibited & Permitted Items		1	1			1	2	1	1		2	2	11
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Food/Beverages						1							1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1	1	2
Prohibited & Permitted Items - Marijuana							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1				1	2
Prohibited & Permitted Items - Remains									1		1		2
Property - Special Handling	29	18	2	4	6	14	12	25	39	20	14	22	205
Property - Special Handling - Damaged It	4	2		1			1	4	5	3	4	3	27
Property - Special Handling - Damaged It	7	1	1	2	3	5	3	5	13	4	1	8	53
Property - Special Handling - Missing Item	5	3		1		2	4	6	12	5	7	8	53
Property - Special Handling - Missing Item	13	12	1		3	7	4	10	9	8	2	3	72
Screening	13	5	3	2	6	10	14	15	7	8	5	10	98
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1	1	1		3	1	2		2		3	14
Screening - Lengthy Lines					1		1	3	1			1	7
Screening - Procedures/Process	12	4	2	1	5	6	11	10	6	6	5	6	74
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	1												1
2022	206	266	276	187	224	355							1,514
Airline	1		3	1	1								6
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service	1		3	1									5
Civil Rights	3	5	5		4	4							21
Civil Rights - Headwear	1												1
Civil Rights - Race					1	3							4
Civil Rights - Racial Profiling or Discrimin	1	4	2		1								8
Civil Rights - Sex/Gender/Gender Identity	1	1	1		1	1							5
Civil Rights - Sexual Orientation - Not Transgender			2		1								3
Customer Service	25	26	20	12	12	17							112
Customer Service - TSO	25	26	20	12	12	17							112
DHS TRIP		1											1
DHS TRIP - General		1											1
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	191	197	129	168	289							1,096
Expedited Passenger Screening Program - Active Duty Military						2							2
Expedited Passenger Screening Program	2	4	1	1	1	4							13
Expedited Passenger Screening Program	5	31	10	12	10	9							77
Expedited Passenger Screening Program	115	156	184	116	157	274							1,002
Expedited Passenger Screening Program - TSA/DHS Employees			2										2
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Identification (ID) Requirements	2			3									5
Identification (ID) Requirements - Domestic	2			3									5
Locks	2			1	2	3							8
Locks - Missing or Damaged Lock	2			1	2	3							8
Lost and Found	2	4		2	1	2							11
Lost and Found - Airport/TSA	2	4		2	1	2							11
Mishandling of Passenger Property	2	3	5	3	2	3							18
Mishandling of Passenger Property - Dam	1	2	3		1	1							8
Mishandling of Passenger Property - Damaged/Missii		1	2	3		1							7
Mishandling of Passenger Property - Disa	1				1	1							3
No Jurisdiction		1	2			2							5
No Jurisdiction - Refer to CBP			1		1								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
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other			1			1							2
Patdown	3	5	4	8	2	5							27
Patdown - Children				1									1
Patdown - Flyer	3	3	4	5	2	5							22
Patdown - Flyer as Observer			2	2									4
Persons w/ Disabilities (PWD)	8	8	4	4	4	8							36
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (C)	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				1	1						3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General	1	1				1	1						4
Persons w/ Disabilities (PWD) - Hearing I	1									1			2
Persons w/ Disabilities (PWD) - Internal M	1	1		1						1			4
Persons w/ Disabilities (PWD) - Medically	1	1	1	1	1	3							8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		2											2
Persons w/ Disabilities (PWD) - Prosthesis	1			1									2
Persons w/ Disabilities (PWD) - Service Animals			1	1			1						3
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Electronic	1	1	1										3
Property - Special Handling	17	7	20	18	18	13							93
Property - Special Handling - Damaged Items - Carry-On			6	7	6	4							23
Property - Special Handling - Damaged It	2		3	1	1	2							9
Property - Special Handling - Missing Item	10	7	9	5	7	5							43
Property - Special Handling - Missing Item	5		2	5	4	2							18
Screening	8	12	15	6	8	10							59
Screening - Children	1												1
Screening - Inconsistency	1	2	5	1		2							11
Screening - International Screening			1										1
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	5	8	9	5	7	8							42
Screening - Shoe Screening		2											2
TWIC													1
TWIC - General													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
LBB	11	9	12	13	7	5	4	10	10	8	9	14	112
2019				3			4	5	2	5	2	8	29
Customer Service				1			1	3	1	1		4	11
Customer Service - Others								2					2
Customer Service - TSO				1			1	1	1	1		4	9
Mishandling of Passenger Property								2		1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2				1	3
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Non-Flyer										1			1
Property - Special Handling				1			2				1	1	5
Property - Special Handling - Damaged Items - Checked							2						2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1								1	2
Screening				1			1		1	1	1	2	7
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				1			1		1	1		2	6
2020	4	4	4	2	2			3			2	3	24
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Civil Rights											1	1	2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service	2	2		1				1					8
Customer Service - TSO	2	2		1				1					8
Mishandling of Passenger Property	1	1						1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items - Checked			1								1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown		1		1									2
Patdown - Flyer				1									1
Patdown - Non-Flyer		1											1
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1		1		2			1					5
Screening - Procedures/Process	1		1		2			1					5
2021	2		2	1	1			2	8	3	5	3	27
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination				1								1	2
Customer Service	1								3	1	3		8
Customer Service - CSM									1				1
Customer Service - TSO	1								2	1	3		7
Expedited Passenger Screening Program					1				1		2		4
Expedited Passenger Screening Program - TSA PreCheck					1				1		2		4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								2		1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening			2						3	1		2	8
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1						3	1		2	7
2022	5	5	6	7	4	5							32
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	2	1		1	1	1							6
Customer Service - TSO	2	1		1	1	1							6
Expedited Passenger Screening Program	2	3	4	5	2	3							19
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	2	4	5	2	3							18
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling		1		1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		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
LBE		2	2	1	4	3		1	4	2			19
2019					1	2				1			4
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										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/Confiscated Items						1							1
2020				1	1				1				3
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									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 PreCheck								1	2				3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
2022		2	2		2	1							7
Expedited Passenger Screening Program		2	2		2	1							7
Expedited Passenger Screening Program - TSA PreC		2	2		2	1							7

TSA Contact 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
LBF		1	1	1						1		3	7
2019												1	1
Patdown												1	1
Patdown - Flyer												1	1
2020				1								1	2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1									1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2021			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 - Missing Items - Checked												1	1
2022		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact 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
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 Discrimination	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	1												1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1

TSA Contact 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
LCH	3			3	2	1	2	5	1	3	1	1	22
2019							2	4		2			8
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Checked								2					2
Screening								2		2			4
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process								1		1			2
2020								1		1			2
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Screening								1					1
Screening - Procedures/Process								1					1
2021	2			2	1				1		1	1	8
Customer Service				1							1	1	3
Customer Service - TSO				1							1	1	3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Food/Beverages				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
2022	1			1	1	1							4
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

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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	
LCK														
2019			1	1	3	1	5	1	3	2	3	2	3	25
Civil Rights								1	3	1	2	1	1	9
Civil Rights - Racial Profiling or Discrimination								1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1					1
Customer Service								1		1				2
Customer Service - TSO								1		1				2
Mishandling of Passenger Property												1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1			1
Property - Special Handling							1	1			1			3
Property - Special Handling - Damaged Items - Carry-On								1						1
Property - Special Handling - Missing Items - Carry-On										1				1
Property - Special Handling - Missing Items - Checked							1							1
2020		1	1	1		1							1	5
Mishandling of Passenger Property													1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1	1
Property - Special Handling		1	1				1							3
Property - Special Handling - Damaged Items - Carry-On							1							1
Property - Special Handling - Missing Items - Carry-C		1	1											2
Screening				1										1
Screening - Procedures/Process				1										1
2021				1	1	1			1	1	1	1	1	7
Customer Service					1					1				2
Customer Service - TSO					1					1				2
Expedited Passenger Screening Program										1				1
Expedited Passenger Screening Program - TSA PreCheck										1				1
Mishandling of Passenger Property				1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1										1
Patdown											1	1		2
Patdown - Flyer											1	1		2
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Breast Cancer							1							1
2022				1		3								4
Expedited Passenger Screening Program				1		2								3
Expedited Passenger Screening Program - TSA Application Program				1										1
Expedited Passenger Screening Program - TSA PreCheck						2								2
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						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
LEB			2			1							3
2020			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
2022			1			1							2
Customer Service						1							1
Customer Service - TSO						1							1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Beauty & Grooming Items			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
LEX	2	7	5	8	7	7	9	4	8	6	6	13	82
2019				2	1	1	8	3	6	3	3	7	34
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service					1		4	1	2		1	2	11
Customer Service - Others							1		1				2
Customer Service - TSO					1		3	1	1		1	2	9
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1		2			3	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		2			3	6
Patdown									1		1	2	4
Patdown - Flyer									1		1	2	4
Property - Special Handling							1	1		2			4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1		2			3
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening							2	1	1	1	1		6
Screening - Inconsistency							1						1
Screening - Procedures/Process							1	1	1	1	1		5
2020		3	1	3	1				1		3		12
Customer Service		2									2		4
Customer Service - TSO		2									2		4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checke													1
Screening				2	1							1	4
Screening - Procedures/Process				2	1							1	4
2021	1						1	1	1	3		6	13
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Expedited Passenger Screening Program								1		2		5	8
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1		2		4	7
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening													1
Screening - Procedures/Process													1
2022	1	4	4	3	5	6							23
Claims							1						1
Claims - General							1						1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5							18
Expedited Passenger Screening Program - TSA PreC		3	4	2	4	5							18
Property - Special Handling		1											1
Property - Special Handling - Damaged It		1											1
Screening			1					1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process		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
LFT	4	7	4	1	9	8	3	2	7	9	5	4	63
2019					3	1	2	1	3	2	1	2	15
Customer Service						1	1		1	1			4
Customer Service - TSO						1	1		1	1			4
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening					3		1	1	1		1		7
Screening - Inconsistency					1								1
Screening - Lengthy Lines					2			1	1				4
Screening - Procedures/Process							1				1		2
2020		4	1		1								6
Customer Service		2			1								3
Customer Service - TSO		2			1								3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2021			1		1	1	1	1	4	7	4	2	22
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service			1		1				1				3
Customer Service - Others					1								1
Customer Service - TSO			1						1				2
Expedited Passenger Screening Program									1	4	3	2	10
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									1	4	2	2	9
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other										1			1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening									1	2			3
Screening - Procedures/Process									1	2			3
2022	4	3	2	1	4	6							20
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Expedited Passenger Screening Program	3	3	2	1	4	4							17
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4							15
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						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
LGA	204	228	241	229	231	348	128	147	202	196	223	186	2,563
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 Discrimination				1	2	3	1	1		3	5	3	19
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1				3	1	1	3	10
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service				14	10	21	28	23	28	32	30	26	212
Customer Service - Others				1		2		2	1	4	4	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 - Damaged/Missing Items--Carry-on Lug				1	3	3	1		1	2		2	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	6	9	8	10	10	8	8	64
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				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
Patdown - Flyer				1		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 Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General					1		1			1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			2				1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2	1		1	3	3		11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								4	2	1	1	1	9
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Chemical/Household Products													1
Property - Special Handling				12	9	10	16	20	11	9	15	12	114
Property - Special Handling - Damaged Items - Carry-On				1	1	2	4	3	2	2		1	16
Property - Special Handling - Damaged Items - Checked					2	4	2	4	4	2	3	2	23
Property - Special Handling - Missing Items - Carry-On				6	2	2	7	5	3	3	8	6	42
Property - Special Handling - Missing Items - 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 Employee											1	1	2
Screening - Inconsistency				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
Screening - Retrieving Abandoned/Confiscated Items									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) - Flyer			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 Discrimination	1	1	1	1		3			1		1		9
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1	1	1	1				1			1	7
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening	1												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
Identification (ID) Requirements - Domestic													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 - Damaged/Missin		2	1		1					1	1	3	9
Mishandling of Passenger Property - Dam	4	13	9	4	13				4	3	3	3	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	3	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

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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
Persons w/ Disabilities (PWD)	6	6	4	5	8	3				2		2	36
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cancer (d	1			1									2
Persons w/ Disabilities (PWD) - Cognitive	1				1								2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/C	1				1								2
Persons w/ Disabilities (PWD) - General			2							1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Imp	1			1	1								3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					4	1				1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1		1									2
Persons w/ Disabilities (PWD) - Service Animals		1										2	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	2	1	1			1							5
Property - Special Handling	12	10	13	11	5	6			5	6	9	9	86
Property - Special Handling - Damaged Items - Carry		1	4	2	2							1	10
Property - Special Handling - Damaged It	3		3	1	1				2	2	6	1	19
Property - Special Handling - Missing Item	4	6	3	2	1	3			1	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	10	8	9		1	9	6	2	2	77
Screening - Crew Member or Airline Employee										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/Confiscated Items			1										1
Screening - Security Breach	1		1	2	1								5
2021	35	16	28	21	21	24	31	53	83	71	98	72	553
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights		1	1		1	4	2	1	1	1		2	14
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination			1			2	1	1	1	1		2	9
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1				2							3
Customer Service	9	3	12	6	3		4	10	19	15	20	7	108
Customer Service - CSM			1							1	1		3
Customer Service - Others	2		1								1		4
Customer Service - TSO	7	3	10	6	3		4	10	19	14	18	7	101
DHS TRIP										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	49	44	201
Expedited Passenger Screening Program - TSA Application Program								1	1		3	6	11
Expedited Passenger Screening Program - TSA PreCheck			5		1	7	6	18	37	32	46	38	190
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1								1	2
Hazardous Materials Safety - General				1								1	2
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks							1	1	1				3
Locks - Missing or Damaged Lock							1	1	1				3
Lost and Found		1		1		1		1	2	2			8
Lost and Found - Airport/TSA		1		1		1		1	2	2			8
Mishandling of Passenger Property	11	2	1	1	3		1		2		2	2	25
Mishandling of Passenger Property - Dam	2	1	1								1	1	6
Mishandling of Passenger Property - Dam	8	1		1	3				2			1	16
Mishandling of Passenger Property - Disa	1						1				1		3
No Jurisdiction			1						1	1	2		5
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other			1							1	2		4
Patdown				1			1	1		1	1	2	7
Patdown - Children												1	1
Patdown - Flyer				1			1	1		1	1	1	6
Persons w/ Disabilities (PWD)	1		2	1	1	1	2		3	1	3	4	19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes									1	1	1	1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General			1				1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Service A	1			1									2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1							1	1	1	3
Prohibited & Permitted Items			1	2			1	1	2		2	2	11
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - General			1									1	2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1					1				2

TSA Contact 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
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Prohibited & Permitted Items - Remains							1	1					2
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling	13	7	1	2	8	7	9	8	9	8	10	4	86
Property - Special Handling - Damaged Items - Carry-On					1			1	2	2			8
Property - Special Handling - Damaged Items - Checked	5	2		1	4	2	1	2	1		1		19
Property - Special Handling - Missing Items - Checked	3	2			1	3	8	3	5	5	6	3	39
Property - Special Handling - Missing Items - Checked	5	3	1	1	2	2		2	1	1	1	1	20
Screening	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/Confiscated Items			1										1
2022	93	136	131	105	98	215							778
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1	2	4		2	6							15
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race					1	2							3
Civil Rights - Racial Profiling or Discrimination		2	2										4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	2							5
Claims				1									1
Claims - Status				1									1
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	15	17	19	12	6	22							91
Customer Service - Others			1										1
Customer Service - TSO	15	17	18	12	6	22							90
Expedited Passenger Screening Program	61	91	90	71	73	151							537
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	3	8	5	2	3	4							25
Expedited Passenger Screening Program	56	83	85	68	70	146							508
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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	1	2	1		1	3							8
Mishandling of Passenger Property - Damaged/Missing		2	1										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1							2
No Jurisdiction		1		1	1	1							4
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	1			1	6							9
Patdown - Children						1							1
Patdown - Flyer	1	1			1	4							7
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	1	5	4	4							22
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1			2								3
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Device		3											3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1	1								2
Persons w/ Disabilities (PWD) - Metal Implants	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1							3
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Food/Beverages	1												1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	3	4	4	3	5	12							31
Property - Special Handling - Damaged Items - Checked	1	2	1	2	1	3							10
Property - Special Handling - Damaged Items - Checked		1			1	3							5
Property - Special Handling - Missing Items - Checked	2	1	1	1	2	2							9
Property - Special Handling - Missing Items - Checked			2		1	4							7
Screening	7	12	9	9	3	7							47
Screening - Classified Materials	1												1
Screening - Inconsistency	1	4	1	1	1	1							9
Screening - International Screening		1											1
Screening - Lengthy Lines	1	1	2	1	2	1							8
Screening - Procedures/Process	4	6	6	6	6	5							27
Screening - Traveling with Cash				1									1

TSA Contact 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
LGB	12	24	21	23	25	24	10	11	6	17	12	11	196
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 Discrimination				1			1				1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service					2		1		1	3	2		9
Customer Service - TSO					2		1		1	3	2		9
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found								1					3
Lost and Found - Airport/TSA								1					3
Mishandling of Passenger Property				1	2		1	1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2		1			1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 Disability								1					1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling				1		2		1			1	1	6
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked						2						1	3
Screening						3	2		2				7
Screening - Inconsistency							1						1
Screening - Procedures/Process						3	1		1				5
Screening - Retrieving Abandoned/Confiscated Items									1				1
2020	2	7	9	4	5	4				2	1	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 - Damaged/Missing Items--C			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 Spectrum			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling		1	1		2	1					1		6
Property - Special Handling - Damaged Items - Checked					1						1		2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checke		1			1	1							3
Screening			1		1	1							3
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1							1
2021		1	2		3	3	5	5	3	9	6	4	41
Civil Rights							2				1	1	4
Civil Rights - Racial Profiling or Discrimination							2				1	1	4
Customer Service			1		2	1		1	1	1			7
Customer Service - TSO			1		2	1		1	1	1			7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program							1	4		7	2	3	17
Expedited Passenger Screening Program - TSA PreCheck							1	4		7	2	3	17
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
No Subject				1									1
No Subject - General				1									1
Patdown										1	1		2
Patdown - Children											1		1
Patdown - Flyer										1			1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Firearm/Ammunition					1								1
Property - Special Handling						1	2				1		4
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked						1	1						2
Screening							1		2				3
Screening - Procedures/Process							1		2				3
2022	10	16	10	16	12	11							75
Civil Rights				1	1								2
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service	2	2		3	1								8
Customer Service - TSO	2	2		3	1								8
Expedited Passenger Screening Program	8	11	8	8	7	8							50
Expedited Passenger Screening Program	1	3	1										5
Expedited Passenger Screening Program	7	8	7	8	7	8							45

TSA Contact 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
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 - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling			1				1						3
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening				2	2	1		1					6
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1									1
Screening - Procedures/Process				2		1		1					4

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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
LIH	26	31	21	35	42	48	14	18	20	33	18	22	328
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 Discrimination				1	1							1	3
Customer Service					3	4	1		3	2	2	3	18
Customer Service - Others					1	1						1	3
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 - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	2		2	2	4		2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1	2					5
Patdown						1	1	1		1			4
Patdown - Flyer							1	1					2
Patdown - Flyer as Observer						1				1			2
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling					2	1	3	1	1	3	3		14
Property - Special Handling - Damaged Items - Checked						1	1			1	1		4
Property - Special Handling - Missing Items - Carry-On					2			1	1		1		5
Property - Special Handling - Missing Items - Checked							2			2	1		5
Screening				1	1	2	2	1	2	3		3	15
Screening - Procedures/Process				1	1	2	2	1	2	3		3	15
2020	13	9	6	13	19	7	1		2	5		1	76
Civil Rights			1			1				1			3
Civil Rights - Racial Profiling or Discrimination						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	4	1	4	2	1							16
Customer Service - TSO	4	4	1	4	2	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 - Damaged/Missin		1											1
Mishandling of Passenger Property - Dam	2	1	1	3	3	1				2			13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown	1	2				1						1	5
Patdown - Flyer	1	2				1						1	5
Persons w/ Disabilities (PWD)	2			1	1				1				5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility D	2								1				3
Property - Special Handling			2	2	3	1	1			2			11
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On			2		1	1	1						5
Property - Special Handling - Missing Items - Checked				1	2					1			4
Screening	4	1	1	2	10	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	6	9	11	12	11	62
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights						1	1				1		3
Civil Rights - Racial Profiling or Discrimination						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											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 PreCheck			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 - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1	1		1	1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Sporting Goods												1	1
Property - Special Handling		1							2	1	1		5
Property - Special Handling - Damaged Items - Carry		1							1	1			3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1	1				2		3		1	4		12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines											1		1

TSA Contact 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
Screening - Procedures/Process	1	1				1		2		1	2		8
2022	12	19	12	15	13	27							98
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	3	2	2	1	2	6							16
Customer Service - TSO	3	2	2	1	2	6							16
Expedited Passenger Screening Program	8	11	9	12	6	18							64
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	8	10	9	12	6	17							62
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Property - Special Handling	1		1	1		2							5
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Items - Checked						1							1
Screening		5		1	2	1							9
Screening - Inconsistency		2											2
Screening - Lengthy Lines		1			1	1							3
Screening - Procedures/Process		2		1									3
Screening - Retrieving Abandoned/Confiscated Items					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
LIT	23	15	27	28	22	30	9	9	19	14	14	22	232
2019				6	3	6	3	6	6	8	5	8	51
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1	1		1			2			5
Customer Service - TSO				1	1		1			2			5
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property				2		3	1	2	2	3		5	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2		3	1	2	1	1		5	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									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 /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Property - Special Handling					2	2	1	1		1	2	1	10
Property - Special Handling - Damaged Items - Carry-On					1	1		1					3
Property - Special Handling - Damaged Items - Checked					1	1	1						3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked										1	2		3
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2020	7	3	5	5	5	8	1		1	5	2	3	45
Customer Service			2		1	2							5
Customer Service - Others			1										1
Customer Service - TSO			1		1	2							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1	1	1							3	1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										3	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	2
Patdown				1		1							2
Patdown - Flyer				1		1							2
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling	3	1	1	2	2				1	1	1	1	13
Property - Special Handling - Damaged Items - Carry-On						1							2
Property - Special Handling - Damaged Items - Checked	1		1	1	1						1		5
Property - Special Handling - Missing Items - Carry-On	1								1				2
Property - Special Handling - Missing Items - Checked	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		1	8
2021	6	2	5	1	3	7	5	3	12	1	7	11	63
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights						2	1				1		4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							2
Customer Service	2		3		1	1		1	6		1	1	16
Customer Service - TSO	2		3		1	1		1	6		1	1	16
Expedited Passenger Screening Program				1	1		2	2	2		2	5	15
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - TSA Application Program								2					2
Expedited Passenger Screening Program - TSA PreCheck				1	1		2		2			3	11
Mishandling of Passenger Property				2					1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked				2						1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Subject				1									1
No Subject - General				1									1
Patdown							1		1			1	3
Patdown - Flyer							1		1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Property - Special Handling		2	1			1					1	1	6
Property - Special Handling - Damaged Items - Carry-On		1										1	2
Property - Special Handling - Damaged Items - Checked		1				1							2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening	2				1	2	2		1		1	2	11
Screening - Inconsistency						1							1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2				1	1	1				1	2	8
Screening - Retrieving Abandoned/Confiscated Items									1				1
2022	10	10	17	16	11	9							73
Civil Rights							1						1
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Customer Service	1	2	2		2								7

TSA Contact 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
Customer Service - TSO	1	2	2		2								7
Expedited Passenger Screening Program	9	6	15	14	9	6							59
Expedited Passenger Screening Program - DoD					2								2
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	7	5	15	14	7	6							54
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
Screening		1		2		2							5
Screening - Inconsistency						1							1
Screening - Procedures/Process		1		2		1							4

TSA Contact 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
LNK	3	2	2	4	2	1	2	1	2	2	2	2	25
2019				2	1	1	1	1	1		2		9
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property				1		1		1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1		1		1			1		4
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1			1		1				3
Screening - Procedures/Process				1			1		1				3
2020		1	1		1					2			5
Customer Service		1			1					2			4
Customer Service - TSO		1			1					2			4
Screening			1										1
Screening - Procedures/Process			1										1
2021							1		1			2	4
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown									1				1
Patdown - Flyer									1				1
2022	3	1	1	2									7
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact 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
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/Confiscated Items											1		1
2021	1								1				2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

TSA Contact 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
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 - Checked					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

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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
LRD	2	3	1	1		1		1	1	1		3	14
2019								1	1			2	4
Customer Service								1	1				1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1		2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		2	3
2020	2			1								1	4
Mishandling of Passenger Property	2			1									3
Mishandling of Passenger Property - Dam	2			1									3
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2021											1		1
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
2022		3	1			1							5
Expedited Passenger Screening Program		2	1			1							4
Expedited Passenger Screening Program - TSA PreC		2	1			1							4
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1

TSA Contact 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
LSE	3	3	2	1	2	3		5	1	2	3	2	27
2019				1	2	3		2	1	1	2	1	7
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2020			2							1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Screening				1									1
Screening - Lengthy Lines				1									1
2021	1					1	1	3	1		1	1	9
Civil Rights								1					1
Civil Rights - Constitutional Rights								1					1
Customer Service	1												1
Customer Service - TSO	1												1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening								2					2
Screening - Procedures/Process								2					2
2022	2	3			1	2							8
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1			1	1							5
Expedited Passenger Screening Program	2	1			1	1							5
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Screening			1										1
Screening - Procedures/Process			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
LWB				1	1	1		1			1		5
2019								1			1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2021				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2022					1	1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Screening					1								1
Screening - Procedures/Process					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
LWS	2	1	1	2	1	1				1	1	2	12
2019				1						1		1	3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening												1	1
Screening - Procedures/Process												1	1
2020	2		1									1	4
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer as Observer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items		1											1
2021			1	1		1						1	4
Customer Service				1									1
Customer Service - TSO				1									1
Screening			1				1				1		3
Screening - Procedures/Process			1				1				1		3
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
LYH	3		2	1		2	3	3	3	4	2	1	24
2019							2	2		3	1		8
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property							1	2			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	2					3
Property - Special Handling							1			1			2
Property - Special Handling - Missing Items - Checked							1			1			2
Screening										1			1
Screening - Procedures/Process										1			1
2020	2			1		1				1	1		6
Customer Service	2									1			3
Customer Service - Others	1												1
Customer Service - TSO	1									1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
2021							1	1	3			1	6
Customer Service									2				2
Customer Service - TSO									2				2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												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				1
Property - Special Handling - Damaged Items - Checked									1				1
2022	1		2			1							4
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Screening							1						1
Screening - Procedures/Process							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
MAF	7	8	9	10	6	10	7	5	8	6	8	8	92
2019					1	3	2	2	3	3	3	2	19
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								2		1	2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1	1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling							1			1	1		3
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Checked											1		1
Screening							1						1
Screening - Procedures/Process							1						1
2020	3	5	4	5	2	1		1	1	1	2	1	26
Civil Rights		1	1	1						1			4
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1									2
Customer Service				1				1			1		3
Customer Service - TSO				1				1			1		3
Mishandling of Passenger Property	2	2	1		1	1			1		1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	1		1	1						1	7
Mishandling of Passenger Property - Disarrayed Item		1									1		2
Patdown				1									1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1	1	1		1								4
Property - Special Handling - Damaged Items - Checked	1		1										2
Property - Special Handling - Missing Items - Checked		1			1								2
Screening				1									1
Screening - Procedures/Process				1									1
2021	1					1	5	2	4	2	3	5	23
Customer Service	1										1	3	5
Customer Service - TSO	1										1	3	5
Expedited Passenger Screening Program							2		1	2	2	1	8
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck							2			2	2	1	7
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1		1				2
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
Screening						1	1	1	2			1	6
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							1	1	1	1		1	5
2022	3	3	5	5	3	5							24
Civil Rights						1							1
Civil Rights - Hair Patdowns						1							1
Customer Service				1	1	1	1						4
Customer Service - TSO				1	1	1	1						4
Expedited Passenger Screening Program	1	2	2	2		3							10
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1	2	2		2							8
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1	2		1								5
Screening - Inconsistency	1												1
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process		1	1										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
MBL													2
2021													2
Customer Service													2
Customer Service - TSO													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
MBS	2	1		5	2	3		2			2	5	22
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 - Damaged/Missing Items--Checked Back				1	1			1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												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 - Damaged	1	1											2
2021				1				1				3	5
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program								1				2	3
Expedited Passenger Screening Program - TSA PreCheck								1				2	3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2022	1			2		1							4
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							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
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

TSA Contact 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
MCI	49	66	61	61	52	89	20	32	42	43	49	49	613
2019				17	6	15	8	19	16	18	16	15	130
Civil Rights				2	1	1		1			1		6
Civil Rights - Racial Profiling or Discrimination				1	1						1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender				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			5
Locks - Missing or Damaged Lock						1		2		1			5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				3	1		3	3	4		2	2	18
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				2			1	1	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	2	3		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Patdown				4		1	2		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 (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			1					2
Property - Special Handling				1	1	2	2	2	3	4	2	4	21
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked						1			1	1	1	2	6
Property - Special Handling - Missing Items - Carry-On							1	2		2		2	7
Property - Special Handling - Missing Items - Checked				1	1	1	1		1	1	1		7
Screening				4	1	3		4	2	3	3	2	22
Screening - Inconsistency						1				1			2
Screening - Lengthy Lines								1					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	11			1	5	4	8	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 Discrimination		2		1								1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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 - Damaged/Missing Items Private Scree	1	1	2	1		1							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1	3							1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1				1								2
Patdown	1	2		1	3							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 Disability (Not Wheelchair or Scooter)		2			1								3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	2	4	3	4	1	4				2	1	2	23
Property - Special Handling - Damaged Items - Carry-On	1		1			1				1			4
Property - Special Handling - Missing Items - Carry-On		3	1	2	1						1		8
Property - Special Handling - Missing Items - Checked	1	1	1	2		3				1		2	11
Screening	6	2	2	1	3	5				1	1	1	22
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	1	2	1	1	5				1	1	1	17
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	1				1								2
2021	7	5	2	8	5	7	12	13	25	20	29	26	159
Civil Rights		1		1		1			1		1	2	7
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination						1			1		1	2	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service				1	2	1	1	1	6	1	5	4	22
Customer Service - TSO				1	2	1	1	1	6	1	5	4	22
Expedited Passenger Screening Program				1		3	7	6	12	14	21	15	79
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program							2		3				5
Expedited Passenger Screening Program - TSA PreCheck				1		3	4	6	9	14	21	15	73
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	2				2		1			8

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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
Mishandling of Passenger Property - Damaged/Missin		1	1	2				2					6
Mishandling of Passenger Property - Disa	1									1			2
Patdown	1						1		1	1	1	1	6
Patdown - Flyer	1						1		1		1		4
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	2							2	2	1	1		8
Persons w/ Disabilities (PWD) - Diabetes	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				2
Persons w/ Disabilities (PWD) - Mobility [1										1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Prohibited & Permitted Items							1					1	2
Prohibited & Permitted Items - General												1	1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling	2			2	1	2	1		3	1			12
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged It	2			1	1								4
Property - Special Handling - Missing Items - Carry-On				1		1	1		1				4
Property - Special Handling - Missing Items - Checked						1			1				2
Screening		3	1		2		1	2		1		3	13
Screening - Inconsistency			1				1						2
Screening - Procedures/Process		3			2			2		1		3	11
2022	26	44	43	27	30	56							226
Customer Service		3	4	3		3							13
Customer Service - TSO		3	4	3		3							13
Expedited Passenger Screening Program	20	36	34	22	27	48							187
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1	5	5	2	2	1							16
Expedited Passenger Screening Program	19	30	29	20	24	45							167
Expedited Passenger Screening Program - TSA/DHS		1				1							2
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	2	1	1	1									5
Patdown - Flyer	2		1	1									4
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling		1	3			3							7
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked			1			2							3
Screening	2	2		1	2	1							8
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	2		1	2	1							7

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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
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 Transgender							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 - Damaged/Missing Items--C				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry				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
MCN	2	3	2	1	2	1	1	2	1		1	2	18
2019							1	2			1	2	4
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1				1
Screening - Procedures/Process								1					1
2020					2							2	4
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown												1	1
Patdown - Flyer												1	1
2021	1	1							1				3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown									1				1
Patdown - Flyer									1				1
Screening	1												1
Screening - Inconsistency	1												1
2022	1	2	2	1		1							7
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				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
MCO	448	474	546	622	648	767	330	353	317	331	379	305	5,520
2019				147	168	180	208	163	162	161	179	132	1,500
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							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 Discrimination				4		3	4	2	4	2	2	1	22
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	4	1	3	2	2	3	5	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				42	38	31	39	29	29	37	44	31	320
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1				1			1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				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 Spectrum					1		1	2	1	1	2		8
Persons w/ Disabilities (PWD) - Breast Cancer						1	1					1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1	1			1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabetes				1		1		2	2	5			11
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1					1	2
Persons w/ Disabilities (PWD) - General				1	1	2	1			2		1	8
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1	1	1	1	1	4	3	2	2	15
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1	1	1	2	1	5	1	2	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1								1	2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1	2	2	3	3	3	4	5	25
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Ice/Gel Packs							1						1
Property - Special Handling				35	43	43	46	41	39	34	47	34	362
Property - Special Handling - Damaged Items - Carry-On				4	2	4	6	9	2	2	6	3	38
Property - Special Handling - Damaged Items - Checked				9	12	9	6	10	10	6	9	7	78
Property - Special Handling - Missing Items - Carry-On				6	13	10	13	7	8	10	8	7	82
Property - Special Handling - Missing Items - 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 Warrior (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/Confiscated 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)	1			1									2
Advanced Imaging Technology (AIT) - Flyer				1									1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights	5	2	4	5	8	5	1	1		3	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 Discrimination	2	2	3	3	5	3		1		3		2	24
Civil Rights - Sex/Gender/Gender Identity	2				2								4
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening						2	1				1		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	6	3	3	4		4					31
Customer Service - TSO	18	16	39	30	25	22	1	4	1	3	3	11	173
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													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
Locks	19	10	9	9	14	5			2	4	2	2	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 - Damaged/Missing Items--Carry-on Lug				3	2	4	1			1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	40	39	43	32	29	23	3	6	2	8	9	6	240
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage (Not Damaged)			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage (Not Damaged) - Other	4	2	6	9	5	4	1			4		2	37
Patdown	12	6	4	3	5	3							33
Patdown - Flyer	12	5	4	3	4	2							30
Patdown - Flyer as Observer			1			1							2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	8	9	14	13	14	3		1		2	4	4	72
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1						1		1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not		1	1			1							3
Persons w/ Disabilities (PWD) - Cognitive	1		3	1	1							1	7
Persons w/ Disabilities (PWD) - Diabetes	2	4	2	3	3								14
Persons w/ Disabilities (PWD) - Diapers/Cont	1												1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically	2	1	1	1	4	2					1	1	13
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	2							2		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2			1					3
Persons w/ Disabilities (PWD) - Service Animals				2						1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2	1									3
Persons w/ Disabilities (PWD) - Wheelchair	2		1	1	1	1							6
Property - Special Handling	46	43	50	46	41	24	4	4	14	10	16	15	313
Property - Special Handling - Damaged Items	8	7	3	8	6				1		3		36
Property - Special Handling - Damaged Items - Other	6	6	14	10	6	7	1	1	4	4	4	9	72
Property - Special Handling - Missing Items	13	8	11	5	6	5	1		2		2	1	54
Property - Special Handling - Missing Items - Other	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	17	27	30	20	5	7	4	10	7	5	170
Screening - Children				1									1
Screening - Crew Member or Airline Employee								1	1		1		3
Screening - Inconsistency	1	1		1	2			1					6
Screening - Lengthy Lines	1	2	1	3	5	2							14
Screening - Procedures/Process	11	16	16	22	21	17	5	4	3	10	6	5	136
Screening - Retrieving Abandoned/Confiscated Items		2			2								4
Screening - Security Breach	2	2				1		1					6
2021	58	62	49	41	65	84	105	162	131	125	155	124	1,161
Airline						1		1	1				3
Airline - Policy/Regulations/Service						1		1	1				3
Civil Rights	3	1	3	4	2	4	3	11	5	4	7	4	51
Civil Rights - Age			1								1		2
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - Constitutional Rights							1	1				1	3
Civil Rights - Hair Patdowns										1			1
Civil Rights - Hostile Work Environment (TSA Employee)			1										1
Civil Rights - National Origin								2	1				3
Civil Rights - Racial Profiling or Discrimination	2	1	1	1	2	2	2	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	18	21	25	20	29	24	19	236
Customer Service - CSM					1			1					2
Customer Service - Others	1			1		1	1						4
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	28	51	43	44	75	61	327
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - Known Crew Member										1		1	2
Expedited Passenger Screening Program - TSA Application Pro			1				7	4	5	5		4	26
Expedited Passenger Screening Program - TSA PreCheck			5	2	6	11	21	47	38	38	75	54	297
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 Employment with TSA										1			1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks		3	1		1	2		1		1	1		10

TSA Contact 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
Locks - Missing or Damaged Lock		3	1		1	2		1		1	1		10
Lost and Found	1			3			2	3		1	1		11
Lost and Found - Airport/TSA	1			3			2	3		1	1		11
Mishandling of Passenger Property	10	16	8	4	4	8	9	5	7	2	7	2	82
Mishandling of Passenger Property - Dam	2	2	2	1	2	2	3	1	1	1	1	1	19
Mishandling of Passenger Property - Dam	7	14	5	2	2	3	6	3	4	1	4	1	52
Mishandling of Passenger Property - Disa	1		1	1		3		1	2		2		11
No Jurisdiction				1				1	1	1			4
No Jurisdiction - No Referral				1				1					2
No Jurisdiction - Refer to Other									1	1			2
No Subject				1									1
No Subject - General				1									1
Patdown	2	4				1	2	2	6	2	4	5	28
Patdown - Flyer	1	2				1	2	1	4	2	4	5	22
Patdown - Flyer as Observer	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			2		7
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes			2	1				2			2	1	8
Persons w/ Disabilities (PWD) - General						1	2	2	1		2	1	9
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1				1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2		3				1	6
Persons w/ Disabilities (PWD) - Medically	2					1	1		3	1	1	1	10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1							1	1			3
Persons w/ Disabilities (PWD) - Wheelcha	1			1			1	1			1	1	6
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items	1			1		1	2		1	1	3	5	15
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										1			1
Prohibited & Permitted Items - Electronic Devices												1	1
Prohibited & Permitted Items - Firearm/Ammunition				1			1						2
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Ice/Gel Pa	1					1							2
Prohibited & Permitted Items - Lighters/Matches											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1					1	2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items												1	1
Prohibited & Permitted Items - Remains												1	1
Property - Special Handling	17	11	3	1	6	17	14	29	26	18	12	9	163
Property - Special Handling - Damaged Items - Carry-On						2	1	8	6	6	4	2	29
Property - Special Handling - Damaged It	3	3	1		4	5	4	5	6	5	2	3	41
Property - Special Handling - Missing Item	3	2		1		3	3	7	9	4	5	4	41
Property - Special Handling - Missing Item	11	6	2		2	7	6	9	5	3	1		52
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	7	14	4	2	21	18	18	18	12	17	11	10	152
Screening - Children		1				1		1		1	2		6
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		1			8	1	1	5	3	2	2	3	26
Screening - Lengthy Lines							3	3	1	1	2		10
Screening - Procedures/Process	6	11	3	2	13	16	13	9	8	12	5	7	105
Screening - Retrieving Abandoned/Confis	1						1			1			3
2022	214	254	301	240	237	385							1,631
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline		1	1										2
Airline - Policy/Regulations/Service		1	1										2
Business, Suggestions, and Ideas						1							1
Business, Suggestions, and Ideas - General						1							1
Civil Rights	2	5	7	5	2	5							26
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights				2									2
Civil Rights - National Origin			1										1
Civil Rights - Race						1	4						5
Civil Rights - Racial Profiling or Discrimin	1	2	5	3									11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Civil Rights - Transgender Screening	1	2											3
Claims		1				1	1						3
Claims - General		1				1							2
Claims - Status							1						1
Customer Service	46	49	34	36	33	49							247
Customer Service - CSM	1												1
Customer Service - Others	1			1	1	1							4
Customer Service - TCC							1						1
Customer Service - TSO	44	49	34	35	32	47							241
Expedited Passenger Screening Program	99	112	156	121	130	236							854
Expedited Passenger Screening Program	1	1		1	1	3							7

TSA Contact 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
Expedited Passenger Screening Program	3	15	11	5	8	5							47
Expedited Passenger Screening Program	93	95	145	115	121	228							797
Expedited Passenger Screening Program	2	1											3
Identification (ID) Requirements	2	1	1										4
Identification (ID) Requirements - Domestic	2	1	1										4
Intranet/Internet Inquiries					1								1
Intranet/Internet Inquiries - General					1								1
Locks	3	1	1	2			2						9
Locks - Missing or Damaged Lock	3	1	1	2			2						9
Lost and Found	1	3	2	1		3							12
Lost and Found - Airport/TSA	1	3	2	1		3							12
Mishandling of Passenger Property	4	5	6	2	4	6							27
Mishandling of Passenger Property - Damaged	3	3	2	1		3							12
Mishandling of Passenger Property - Damaged/Missed		2	4			4							12
Mishandling of Passenger Property - Disposition	1			1			1						3
No Jurisdiction		1		3	2	1							7
No Jurisdiction - Refer to CBP		1		1	1	1							4
No Jurisdiction - Refer to Other				2	1								3
Patdown	1	8	4	3	1	4							21
Patdown - Children		1		1		2							4
Patdown - Flyer	1	7	3	2	1	2							16
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	11	12	10	8	9	10							60
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2	1	1							4
Persons w/ Disabilities (PWD) - Diabetes	1		1			1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	2	1	1	1	3	1							9
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1				1						2
Persons w/ Disabilities (PWD) - Medically Necessary	3	6	1			1	2						13
Persons w/ Disabilities (PWD) - Metal Implants	1			1									2
Persons w/ Disabilities (PWD) - Mobility Devices	1		3			1							5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2				1						3
Persons w/ Disabilities (PWD) - Touch Aids	1	2											3
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	1	2	1	4							11
Prohibited & Permitted Items	4	3	2										9
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2												2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Gels	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	21							110
Property - Special Handling - Damaged Items	8	5	6	4	4	2							29
Property - Special Handling - Damaged Items	4	4	5	4	4	3							24
Property - Special Handling - Missing Items	7	2	9	4	6	12							40
Property - Special Handling - Missing Items	1	1	5	4	2	4							17
Request for Assistance		1	1		2	1							5
Request for Assistance - Non-Persons w/ Disabilities		1											1
Request for Assistance - Other			1		2	1							4
Screening	21	39	51	42	32	47							232
Screening - Children		2											2
Screening - Inconsistency	2	2	10	7	4	1							26
Screening - Lengthy Lines	3	11	26	7	14	22							83
Screening - Opposite Gender			1										1
Screening - Procedures/Process	15	24	13	27	13	21							113
Screening - Retrieving Abandoned/Confiscated	1		1	1	1	3							7

TSA Contact 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
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 PreCheck				1									1

TSA Contact 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
MDT	16	15	17	18	20	22	13	11	12	13	12	30	199
2019				3	6	2	7	9	7	6	6	8	54
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service					2	1		2	3	2	3	5	18
Customer Service - Others					1			1	1				3
Customer Service - TSO					1	1		1	2	2	3	5	15
Locks					1		1	1			1		4
Locks - Missing or Damaged Lock					1		1	1					4
Mishandling of Passenger Property				1			1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							2				1		3
Patdown - Flyer							2				1		3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling				2	2		1		2	2		1	10
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked							1		1	1			3
Property - Special Handling - Missing Items - Checked				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/Confiscated Items										1			1
2020	7	4	8	5	4	3		1	1	1	4	7	45
Civil Rights		1	2									1	4
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	1		2	1		1						1	6
Customer Service - TSO	1		2	1		1						1	6
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1		1		1						2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1		1						1	2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											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 Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling				3	1						1		5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				2	1								3
Screening	3	3	1	1	1	2		1		1		1	14
Screening - Inconsistency	1				1			1					3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2	3	1	1	1	1				1		1	10
2021	1	3	2	1	2	3	6	1	4	6	2	15	46
Civil Rights		1	1				1						4
Civil Rights - National Origin			1									1	2
Civil Rights - Racial Profiling or Discrimination		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 - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck						1	1		1			6	9
Locks										1		1	2
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property		2	1		1					1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1								1			2
Mishandling of Passenger Property - Disarrayed Item		1										1	2
Patdown										2			2
Patdown - Children										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling	1						2				1		4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked	1						1				1		3
Screening						2	2					3	7
Screening - Inconsistency						1	2						3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1						2	3
2022	8	8	7	9	8	14							54
Customer Service	2	1	1		1	2							7
Customer Service - TSO	2	1	1		1	2							7
Expedited Passenger Screening Program	3	5	3	9	5	10							35
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program			1	1									2
Expedited Passenger Screening Program - TSA PreCheck	3	5	2	8	5	9							32

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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
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed 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 Medical Devices			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling		2				1	1						4
Property - Special Handling - Damaged Items		1					1						2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked						1							1
Screening		1				1							2
Screening - Procedures/Process		1				1							2

TSA Contact 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
MDW	104	92	105	103	111	103	72	76	83	84	75	82	1,090
2019				28	21	31	45	36	38	38	32	32	301
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											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
Civil Rights - Racial Profiling or Discrimination							1		1	1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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
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	1		9
Mishandling of Passenger Property				7	4	4	10	6	5	6	7	5	54
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3		1	1			2	2		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	4	2	7	6	5	4	5	5	42
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2						3
Patdown				1	2	2	1	1	2	1	2	2	14
Patdown - Flyer				1	2	2	1	1	2	1	2	2	14
Persons w/ Disabilities (PWD)				3	2	1	2	1	4	3	4	3	23
Persons w/ Disabilities (PWD) - Breast Cancer							1					1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											2		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		2	1		1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals				1								1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1			1		1		6
Property - Special Handling				10	4	6	16	15	10	17	8	9	95
Property - Special Handling - Damaged Items - Carry-On				1	1		2	2	1			1	8
Property - Special Handling - Damaged Items - Checked				2		1	2	4	3	5	1		18
Property - Special Handling - Missing Items - Carry-On				3	3	3	4	6	2	4	3	4	32
Property - Special Handling - Missing Items - 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 - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach				1						1			2
2020	42	47	52	24	38	11	4	8	13	15	13	15	282
Civil Rights	1		1	1							1	1	5
Civil Rights - Hair Patdowns			1								1		2
Civil Rights - Racial Profiling or Discrimination	1			1								1	3
Customer Service	9	8	12	3	12	4		4	2	2	2	2	60
Customer Service - Others	2	1			1			1	1				6
Customer Service - TSO	7	7	12	3	11	4		3	1	2	2	2	54
Locks		2	1	1	2	1				1	1		9
Locks - Missing or Damaged Lock		2	1	1	2	1				1	1		9
Lost and Found	3	3	1	2	1		1			1			12
Lost and Found - Airport/TSA	3	3	1	2	1		1			1			12
Mishandling of Passenger Property	9	10	10	5	8	2	1	2	3	1	5	5	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1	1	2		2				1			1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	8	9	8	5	4	1	1	2	1	1	5	3	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1			1			1	5
Patdown	3	2	2	2						1			10
Patdown - Flyer	3	2	2	2									9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	3	4	1	1	1				1	2	1	1	15
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1											1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2				1							1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1		1	1						1			4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	11	13	19	7	10	3	1	1	4	4	3	5	81
Property - Special Handling - Damaged Items - Carry-On	1	1			1	1						1	5
Property - Special Handling - Damaged Items - Checked	1	4	5	3	2	1			2	2	1	1	22
Property - Special Handling - Missing Items - Carry-On	6	8	7	2	1		1		1	1	2	2	31
Property - Special Handling - Missing Items - Checked	3		7	2	6	1		1	1	1		1	23
Screening	3	5	5	2	4	1	1	1	3	3		1	29
Screening - Inconsistency									1				1
Screening - Lengthy Lines		1			1					1			3
Screening - Procedures/Process	3	4	5		2	1	1	1	2	2		1	22
Screening - Security Breach				2	1								3
2021	18	10	7	10	11	13	23	32	32	31	30	35	252
Civil Rights	1						1	1	2	1	3	1	10

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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
Civil Rights - Hair Patdowns								1			1		2
Civil Rights - Racial Profiling or Discrimination	1									1		1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									2				2
Civil Rights - Transgender Screening							1				2		3
Claims			1										1
Claims - General			1										1
Current Topic					1								1
Current Topic - Current Topic					1								1
Customer Service		2	3	6	2	3	8	12	5	10	7	3	61
Customer Service - Others			1			1		1		1			4
Customer Service - TSO		2	2	6	2	2	8	11	5	9	7	3	57
Duplicate E-mail									1		1		2
Duplicate E-mail - General									1		1		2
Expedited Passenger Screening Program					2	6	6	10	15	11	11	22	83
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program							1	4	1	2		1	9
Expedited Passenger Screening Program - TSA PreCheck					2	6	5	6	14	9	10	21	73
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	1	1						1					3
Locks - Missing or Damaged Lock	1	1						1					3
Lost and Found	2					1				1			4
Lost and Found - Airport/TSA	2					1				1			4
Mishandling of Passenger Property	5	4	2	2			2	2		1	1		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	2	2			1	2		1	1		18
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown					1		1	2	1				5
Patdown - Flyer					1		1	2	1				5
Persons w/ Disabilities (PWD)	2									1			3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Prohibited & Permitted Items					1				1	1	2	1	6
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Electronic Devices										1			1
Prohibited & Permitted Items - Food/Beverages					1						1	1	3
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items											1		1
Property - Special Handling	5	2		1	4	2	1	3	5	4	3	4	34
Property - Special Handling - Damaged Items - Carry-On		1				1			3	1	1	2	9
Property - Special Handling - Damaged Items - Checked Baggage	1				3	1		1	2	2	2	1	13
Property - Special Handling - Missing Items - Carry-On	1						1						2
Property - Special Handling - Missing Items - Checked Baggage	3	1		1	1			2		1		1	10
Screening	2	1		1		1	4	1	2	1	2	3	18
Screening - Inconsistency				1				1		1		3	6
Screening - Procedures/Process	2	1				1	4		2		1		11
Screening - Shoe Screening											1		1
2022	44	35	46	41	41	48							255
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1		1										2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	1		1	1									3
Customer Service	8	4	5	2	5	5							29
Customer Service - TSO	8	4	5	2	5	5							29
Expedited Passenger Screening Program	27	28	30	27	27	36							175
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program	1	3		3	1	2							10
Expedited Passenger Screening Program - TSA PreCheck	26	25	30	24	26	33							164
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property		1	2	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1										2
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1		1			1							3
Patdown - Children			1			1							2
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2			3	2	3							10
Persons w/ Disabilities (PWD) - Cognitive Disability	1												1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Conditions	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								2
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling	1		4	1	5								11
Property - Special Handling - Damaged Items - Carry-On			2	1	1								4
Property - Special Handling - Damaged Items - Checked Baggage			1										1
Property - Special Handling - Missing Items - Carry-On			1		2								3
Property - Special Handling - Missing Items - Checked Baggage	1				2								3

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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
Screening	4	2	2	3	2	2							15
Screening - Inconsistency				1		1							2
Screening - Procedures/Process	4	2	2	1	2	1							12
Screening - Retrieving Abandoned/Confiscated Items				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
MEI													
2019		2	1	2	2	1			2	2	2	1	15
Civil Rights									2	1	1	1	5
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling									2	1			3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked									1				1
2020		2	1	1						1	1		6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1										1	2
Screening - Inconsistency												1	1
Screening - Procedures/Process		1											1
2021						1	1						2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
2022				1	1								2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1									1
Screening - Procedures/Process				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
MEM	43	30	54	37	37	77	27	23	30	49	38	47	492
2019				5	10	16	14	8	12	16	11	17	109
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights					1	1	1			1		1	5
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination					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	6	4		3	5	4	3	30
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property				2	2	1	4	4	2	4		4	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1		4	4	1	3		4	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1			1				3
Patdown						1		1	1		2	1	6
Patdown - Flyer						1		1	1		2		5
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)							2	1		1	2		6
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											2		2
Property - Special Handling				1		1	1	1	3	3	2	3	15
Property - Special Handling - Damaged Items - Carry-On				1					2	1	1		5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On							1		1	1		1	4
Property - Special Handling - Missing Items - 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/Confiscated Items					1								1
TSA Contact Information													1
TSA Contact Information - General													1
2020	7	8	21	7	7	7	2	4	8	13	9	8	101
Civil Rights				1	1				1		1	1	5
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination									1		1	1	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items				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	5	2	3	1			1	3	1	1	21
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	2	4	6	2		1			2	2	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1		3	2		1			2	1		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	4	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 (General)	1												1
Persons w/ Disabilities (PWD) - General											1	1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling		2	8	1	2	3	2	1	4	8	3	2	36
Property - Special Handling - Damaged Items - Carry-On			1			1			1				3
Property - Special Handling - Damaged Items - Checked			2	1	2	1	1	1	1	1		2	12
Property - Special Handling - Missing Items - Carry-On		1	1			1							3
Property - Special Handling - Missing Items - Checked		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
Civil Rights						1				1	1		3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination										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 Application Program								1		1	2	2	6
Expedited Passenger Screening Program - TSA PreCheck						2	1	2	4	8	5	9	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks	1						1	1		1			4
Locks - General								1					1
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	3		1	1	1	2	2			1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1							1			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
Mishandling of Passenger Property - Dam	3			1	1	1	2				1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction												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 Cancer						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Chemical/Household Products											1		1
Property - Special Handling	4	1	1				2	1	3	2	1	3	18
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged It	2		1					1				1	5
Property - Special Handling - Missing Items - Carry-On									1			2	3
Property - Special Handling - Missing Item	2	1					2		2		1		8
Screening				1		4	1	1			2		9
Screening - Inconsistency						1					1		2
Screening - Procedures/Process				1		3	1	1			1		7
2022	23	21	29	17	16	43							149
Civil Rights	2		1			1							4
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimin	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	3							20
Customer Service - TSO	6	3	4	2	2	3							20
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	13	17	16	14	9	36							105
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		3	1	1							8
Expedited Passenger Screening Program	12	15	14	10	8	35							94
Expedited Passenger Screening Program - TSA/DHS Employee			2										2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown	1		3		3								7
Patdown - Children			1		1								2
Patdown - Flyer	1		2		2								5
Property - Special Handling		1				2							3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1		3		2	1							7
Screening - Inconsistency					1								1
Screening - Procedures/Process	1		3		1	1							6

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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
MFE	7	7	4	6	7	3	2	2	4	3	2	6	53
2019				1	1	1		1	3	1		6	8
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown				1				1	1				3
Patdown - Flyer				1					1	1			3
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2020	2		1		1	1			1		1	3	10
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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling						1			1			1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening	1												1
Screening - Procedures/Process	1												1
2021	1	1						2	1		2	1	3
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Expedited Passenger Screening Program							1			2	1	3	7
Expedited Passenger Screening Program - TSA PreCheck							1			2	1	3	7
Mishandling of Passenger Property				1									2
Mishandling of Passenger Property - Dam				1					1				2
Screening			1										1
Screening - Procedures/Process			1										1
2022	4	6	3	5	5	1							24
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
Customer Service	1	1			1								3
Customer Service - TSO	1	1			1								3
Expedited Passenger Screening Program	3	4	2	2	3	1							15
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - TSA Application Pro			1		1								2
Expedited Passenger Screening Program	3	3	1	2	2	1							12
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescriptio		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
TWIC						1							1
TWIC - General						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
MFR	10	7	8	9	8	9	3	4	2	5	4	7	76
2019					1	3	2	3	1			3	13
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													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	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1	1			4
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling							1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked													1
Screening							1	1					2
Screening - Inconsistency							1						1
Screening - Procedures/Process								1					1
2020	6	2	2	3	2	1				4	1	1	22
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service				1									1
Customer Service - TSO				1									1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	2		1	1		1				1			6
Mishandling of Passenger Property - Dam	1		1	1		1				1			5
Mishandling of Passenger Property - Disa	1												1
Patdown	1					1							2
Patdown - Flyer						1							1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not			1										1
Property - Special Handling	1			1						2	1	1	6
Property - Special Handling - Damaged It	1			1							1		3
Property - Special Handling - Missing Items - Checked										2		1	3
Screening		1		1						1			3
Screening - Procedures/Process		1		1						1			3
2021	1	1	3		1	1	1	1	1	1	3	3	17
Customer Service			2				1				1	1	5
Customer Service - TSO			2				1				1	1	5
Expedited Passenger Screening Program							1		1	1	2	1	6
Expedited Passenger Screening Program - TSA PreCheck							1		1	1	2	1	6
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening			1										2
Screening - Procedures/Process			1										2
2022	3	4	3	6	4	4							24
Customer Service	1	2											3
Customer Service - TSO	1	2											3
Expedited Passenger Screening Program	2	1	2	3	3	3							14
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2		2	3	3	3							13
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		1	1	2									4
Property - Special Handling - Damaged Items - Carry-On			1	2									3
Property - Special Handling - Damaged Items - Checkl		1											1
Screening				1	1								2
Screening - Procedures/Process				1	1								2

TSA Contact 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
MGM	3	2	1	5	2	5		1	3	6	2	3	33
2019				3		3		1	2	2	1	2	14
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service										1		1	2
Customer Service - Others												1	1
Customer Service - TSO										1			1
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		1					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening								1	2	1			4
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process								1					1
2020				2						1		1	4
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1								1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2021	1		1						1	3	1		7
Customer Service			1							1	1		3
Customer Service - TSO			1							1	1		3
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Ombudsman										1			1
Ombudsman - General										1			1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1												1
Screening - Procedures/Process	1												1
2022	2	2			2	2							8
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	2			1	2							7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2			1	2							6

TSA Contact 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
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

TSA Contact 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
MHK	2	3	5	1	2	2	1	1	1	3		3	24
2019				1	1				1	1		3	7
Mishandling of Passenger Property				1	1				1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1				1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening												1	1
Screening - Procedures/Process												1	1
2020	1	2	3			1				1			8
Mishandling of Passenger Property	1	1	1										3
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Dam	1	1											2
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling		1				1							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checke		1											1
Screening				2									2
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
2021	1					1	1	1	1		1		6
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Touch Av		1											1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1						1
Screening - Procedures/Process							1						1
2022		1	2										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 - Damaged Items - Checked			1										1

TSA Contact 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
MHT	17	9	11	14	11	20	6	10	15	19	7	13	152
2019				5	3	7	4	9	9	11	5	5	58
Customer Service						2			4		1	1	8
Customer Service - Others						1			2				3
Customer Service - TSO						1			2		1	1	5
Locks				1									2
Locks - Missing or Damaged Lock				1									2
Mishandling of Passenger Property				3	1	2		4	4	3	2	2	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3		2		3	3	2	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1	1	1	1		5
Patdown						1	1			1			3
Patdown - Children										1			1
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)						1				1			2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling				1	1	2	2	3	1	5	2	1	18
Property - Special Handling - Damaged Items - Checked						2	1			2			5
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1	1		1	3		3	2	1	12
Screening								1	2		1		4
Screening - Procedures/Process								1	2		1		4
2020	9	3	2	4	5	1			2	3		2	31
Customer Service	2	1		1		1							5
Customer Service - TSO	2	1		1		1							5
Locks	2			1									3
Locks - Missing or Damaged Lock	2			1									3
Mishandling of Passenger Property	1	1	2		3				1	2			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	1		3				1	2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			1										1
Patdown - Flyer		1											1
Property - Special Handling	3								1	1		2	7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1			2
Property - Special Handling - Missing Items - Carry-On	3											1	4
Screening	1			2	2								5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			2	1								4
2021	4	1		1	1	2	2	1	4	5	2	6	29
Customer Service	1						1			2			4
Customer Service - Others										2			2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program					1	2			2	2	2	4	13
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck					1	2			2	2	2	3	12
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Real ID									1				1
Mishandling of Passenger Property		1		1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1		1			1						3
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	1								1	1		2	5
Property - Special Handling - Damaged Items - Checked	1								1	1			3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	4	5	9	4	2	10							34
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Expedited Passenger Screening Program	2	4	9	3	1	8							27
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program - TSA PreCheck	2	4	9	1	1	8							25
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On	1												1
Screening	1					2							3
Screening - Procedures/Process	1					2							3

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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
MIA	248	281	368	551	486	547	203	252	242	250	293	226	3,947
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 Discrimination					1	3	1	3	6	2	2		18
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1			1	3
Customer Service				23	19	17	19	24	14	13	24	19	172
Customer Service - CSM											1		1
Customer Service - Others				1	3	2	3	5		1	3		18
Customer Service - TSO				22	16	15	16	19	14	12	20	19	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	4	111
Lost and Found				1			2			2		1	8
Lost and Found - Airport/TSA				1			2			2		1	8
Mishandling of Passenger Property				50	37	45	41	42	32	54	60	40	401
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	2	2	1		4	2	3	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				45	29	35	38	38	26	46	52	32	341
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1					3	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	6	7	1	3	6	4	3	4	36
Patdown				1	2	2	1		2	5	3	4	20
Patdown - Flyer				1	2	1	1		2	5	3	4	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 Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1	1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			1		1	1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1		2			1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1	3	1				7
Property - Special Handling				41	30	30	44	30	30	38	37	20	300
Property - Special Handling - Damaged Items - Carry-On				1	2	2	2	4	3	4	4	4	26
Property - Special Handling - Damaged Items - Checked				9	4	9	7	5	8	10	7	6	65
Property - Special Handling - Missing Items - Carry-On				3	10	3	8	5	10	1	2	5	47
Property - Special Handling - Missing Items - Checked				28	14	16	27	16	9	23	24	5	162
Request for Assistance									1				1
Request for Assistance - Other									1				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	1	19
Screening - Procedures/Process				13	6	11	6	10	14	2	9	5	76
Screening - Retrieving Abandoned/Confiscated 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 Discrimination	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		1	1	2	1			1	1				7
Customer Service - TSO	13	14	28	12	21	17	2	3	2	4	2	6	124
Locks	10	14	21	14	16	10		1	2	1		3	92
Locks - General		1			1								2
Locks - Missing or Damaged Lock	10	13	21	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 - Damaged/Missing Items--Carry-on	1			2	2				1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	37	34	35	41	38	26	5	2	5	9	3	11	246
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	1		1				2					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	4	6	8	7	4	3		1	1		1	37
Patdown	4	4	2	4									14
Patdown - Flyer	4	4	1	4									13
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	10	8	7	5	3			1	3			38
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes		4			1								5
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1				1							2
Persons w/ Disabilities (PWD) - General		1	1						1				3

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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
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary		2	1										3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	1								3
Persons w/ Disabilities (PWD) - Ostomy/	1				1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2	1		1				1			6
Property - Special Handling	29	24	31	43	41	24	4	7	9	7	9	14	242
Property - Special Handling - Damaged It	1	2	7	6	3	1		1	1		2		24
Property - Special Handling - Damaged It	6	11	7	6	6	7	1	2	2	1		3	52
Property - Special Handling - Missing Item	6	2	3	5	5	5	1	1	1	1	3	2	35
Property - Special Handling - Missing Item	16	9	14	26	27	11	2	3	5	5	4	9	131
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	12	9	17	19	15	7	1	2		5	4	5	96
Screening - Lengthy Lines	3	1	2	2	1	1						1	11
Screening - Procedures/Process	7	8	15	17	10	5		2		5	4	4	77
Screening - Retrieving Abandoned/Confis	1				2		1						4
Screening - Security Breach	1				2	1							4
2021	30	33	30	43	38	64	56	97	97	83	115	87	773
Airline						1	1	1					3
Airline - Policy/Regulations/Service						1	1	1					3
Animals						1							1
Animals - Carry-On						1							1
Civil Rights			1	2		3	1	1	3	1	9	6	27
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination				1		2	1	1	3	1	6	4	19
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1							2	2	6
Civil Rights - Sexual Orientation - Not Transgender						1							1
Claims			1		1	1			1				4
Claims - General			1		1	1			1				4
Customer Service		1	13	11	9	12	10	20	26	19	24	10	155
Customer Service - CSM			1										1
Customer Service - Others							1			1			2
Customer Service - TCC			1										1
Customer Service - TSO		1	11	11	9	12	9	20	26	18	24	10	151
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program				2	2	11	14	19	25	37	37	41	188
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - Known Crew Member									1				1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1	2	2		11
Expedited Passenger Screening Program - TSA PreCheck				2	2	9	12	16	23	35	35	41	175
Hazardous Materials Safety			2			1							3
Hazardous Materials Safety - General			2			1							3
Identification (ID) Requirements				1		1	1	2				1	5
Identification (ID) Requirements - Domestic						1	1	1				1	4
Identification (ID) Requirements - Real ID								1					1
Locks	2	2		2	1	2	1	1	1		2	1	15
Locks - Missing or Damaged Lock	2	2		2	1	2	1	1	1		2	1	15
Lost and Found		1		1			1	1				1	5
Lost and Found - Airport/TSA		1		1			1	1				1	5
Mishandling of Passenger Property	11	9	5	11	10	4	4	12	4	3	6	1	80
Mishandling of Passenger Property - Dam	1	1	1	1	2	1	1	2	2	1	1	1	15
Mishandling of Passenger Property - Dam	8	8	3	10	7	3	3	9	1	2	5		59
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1		1		1			1	1				5
No Jurisdiction			1			2		3	4		2		12
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			1			1		1	3		1		7
No Jurisdiction - Refer to Other						1		1	1		1		4
Patdown	1					1	1	2	2	1	2	1	11
Patdown - Children											1		1
Patdown - Flyer	1					1		2		1	1	1	7
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1	1				2	3	5	3	1	6	3	25
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General						1		1				1	3
Persons w/ Disabilities (PWD) - Hearing Impairment								1			3		4
Persons w/ Disabilities (PWD) - Internal Medical Devices								2				1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1	1				1	1				1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1	1	1		4
Prohibited & Permitted Items			1	3				1	3	2	2		12
Prohibited & Permitted Items - Alcohol and Tobacco				3					2	2			7
Prohibited & Permitted Items - Electronic Devices											1		1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											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
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling	11	14	5	7	11	15	6	13	15	14	15	14	140
Property - Special Handling - Damaged Items - Carry		2			2		1	1	3	5	4	8	26
Property - Special Handling - Damaged Items - Missing Item	1	1		1	4	8	2	4	4	2	5	1	33
Property - Special Handling - Missing Items - Damaged	1				1	1	2	2	2	1	1	3	14
Property - Special Handling - Missing Items - Missing Item	9	11	5	6	4	6	1	6	6	6	5	2	67
Screening	4	5	1	3	4	7	13	16	9	5	9	8	84
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1	2	2	4		2		12
Screening - Lengthy Lines		1			1	2	2	6	1	2	1	1	17
Screening - Opposite Gender													1
Screening - Procedures/Process	4	4	1	3	2	4	9	7	4	2	6	5	51
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Shoe Screening												1	1
Transfer to Security Specialist									1				1
Transfer to Security Specialist - Reportable Communication									1				1
2022	102	132	181	205	186	248							1,054
Airline					1	1							2
Airline - Policy/Regulations/Service					1	1							2
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	5	3	2	4	5	5							24
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns	1												1
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling							1						1
Civil Rights - Race							4						4
Civil Rights - Racial Profiling or Discrimination	2	3	1	2	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender	1				1								2
Civil Rights - Transgender Screening					1								1
Claims	1												1
Claims - General	1												1
Customer Service	16	22	32	37	25	32							164
Customer Service - TSO	16	22	32	37	25	32							164
Expedited Passenger Screening Program	48	77	100	108	104	126							563
Expedited Passenger Screening Program - DoD			1			1							2
Expedited Passenger Screening Program - TSA/DHS	2	4	6	2	2	7							23
Expedited Passenger Screening Program - TSA/DHS	46	72	93	106	102	118							537
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domestic		1		1									2
Locks	1		1	2	1	2							7
Locks - Missing or Damaged Lock	1		1	2	1	2							7
Lost and Found	1	1		1		1							4
Lost and Found - Airport/TSA	1	1		1		1							4
Mishandling of Passenger Property	3	1	4	4	2	4							18
Mishandling of Passenger Property - Damaged/Missing Items--Carry On			2	1		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3		2	3	1	3							12
Mishandling of Passenger Property - Disarrayed Item		1			1								2
No Jurisdiction		3	3	2	3	4							15
No Jurisdiction - No Referral		1				1							2
No Jurisdiction - Refer to CBP		1		2	3								6
No Jurisdiction - Refer to Other		1	3			3							7
Patdown		1	2	3	4	3							13
Patdown - Children					1								1
Patdown - Flyer		1	2	3	3	2							11
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1	2	3	4	9							19
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						2							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General		1			1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2							2
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Property - Special Handling	14	9	6	18	13	19							79
Property - Special Handling - Damaged Items - Carry On	3	1	1	6	1	5							17
Property - Special Handling - Damaged Items - Checked Baggage	3	2	2	3	2	1							13
Property - Special Handling - Missing Items - Carry On	3	3	2	4	5	7							24
Property - Special Handling - Missing Items - Checked Baggage	5	3	1	5	5	6							25
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	10	13	25	22	24	42							136
Screening - Inconsistency	2	3	4	2	4	3							18

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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
Screening - Lengthy Lines	3	1	2	4	10	22							42
Screening - Procedures/Process	5	9	19	15	10	14							72
Screening - Retrieving Abandoned/Confiscated Items				1		3							4
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication				1									1
TWIC		1											1
TWIC - General		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
MKE	37	38	50	37	31	56	23	32	31	34	41	57	467
2019				8	9	12	14	15	14	14	23	26	135
Civil Rights				1				3	1		1	3	9
Civil Rights - Racial Profiling or Discrimination								3	1		1	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1								1	2
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				1			1	4	1	1	1	2	11
Customer Service - TSO				1			1	4	1	1	1	2	11
Locks									1	1	5	3	10
Locks - Missing or Damaged Lock									1	1	5	3	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 - Damaged/Missing Items--Carry-on Luggage								1				2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		3	4	3	9	5	5	5	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	2						4
Patdown				1	2	1				1			5
Patdown - Flyer				1	1	1				1			4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)									1	1	1	1	4
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling				4	3	5	4	2		3	5	5	31
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	1	1					2	4	9
Property - Special Handling - Missing Items - Carry-On					1	1	1	1		1			4
Property - Special Handling - Missing Items - Checked				3	1	3	3	1		2	3	1	17
Screening					2	2	3	2		2	5	3	19
Screening - Inconsistency					1						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 Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity	1				1							1	3
Customer Service	1		1	1		1	1	2	1		1	1	10
Customer Service - TSO	1		1	1		1	1	2	1		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 - Damaged/Missing Items--Carry-on or Checked		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	5	6	3	2	1	1			2	5	3	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Checked		3		2					1	1		1	8
Property - Special Handling - Missing Items - Carry-On		1	1			2							4
Property - Special Handling - Missing Items - Checked	2		2	5	1					2	1	1	14
Screening	2	3	1	1	2	1			1				11
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	2	1	1	1	1							8
Screening - Retrieving Abandoned/Confiscated Items	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 Discrimination	1		1							1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1									1	2
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 Application Program								1				3	4
Expedited Passenger Screening Program - TSA PreCheck			1			1	2	10	8	10	3	11	46
Mishandling of Passenger Property		1	1			1	1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1	1			1	1		1			1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3	1		1		1	1	2	1	1	1	1	13
Property - Special Handling - Damaged Items - Carry-On	1					1		1	1		1		5
Property - Special Handling - Missing Items - Carry-On	1											1	2
Property - Special Handling - Missing Items - Checked	1	1		1			1	1		1			6

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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
Screening			2		1			1		1			5
Screening - Inconsistency										1			1
Screening - Procedures/Process			2		1			1					4
2022	20	22	29	13	14	35							133
Civil Rights	1							1					2
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service			3	1									4
Customer Service - TSO			3	1									4
Expedited Passenger Screening Program	15	20	22	10	10	30							107
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Appl		5	2	1	3	1							12
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	15	15	20	8	7	28							93
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property			2				1						3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General							1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2			1	2	1							6
Property - Special Handling - Damaged Items	1			1									2
Property - Special Handling - Missing Items	1				2								3
Property - Special Handling - Missing Items - Checked													1
Screening	2		1	1	1	2							7
Screening - Inconsistency													1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1		1							5

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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
MKG	1		1	1	2					3	1		9
2019				1						3	1		5
Property - Special Handling				1						2			3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked										2			2
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2020	1				2								3
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
MKK							1				1		2
2019							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA Application Program											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
MLB	2	1	6	5	3	8	4	6	4	6	3	4	52
2019				1	1	4	2	4	4	3	2	3	24
Civil Rights							1	1		1			3
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service						1		1	1				3
Customer Service - Others								1					1
Customer Service - TSO						1			1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		2		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1			2				1		1	5
Patdown						1			1				2
Patdown - Flyer						1			1				2
Property - Special Handling							1	1	2		1	2	7
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1	1			2	4
Screening										1			1
Screening - Procedures/Process										1			1
2020	1	1	4	2		1		1		2	1		13
Customer Service			2	1									3
Customer Service - Others			1										1
Customer Service - TSO			1	1									2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1												1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling			1	1				1			1		4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening		1	1							1			3
Screening - Inconsistency			1										1
Screening - Procedures/Process		1											2
2021					1		2	1		1		1	6
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
2022	1		2	2	1	3							9
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1		2	1		2							6
Expedited Passenger Screening Program	1		2	1		2							6
Screening						1	1						2
Screening - Procedures/Process						1	1						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
MLI	1	5	5	7	3	7	3	3	5	2	6	5	52
2019						1	3	3	3	1		3	11
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										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				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1		1				2
Screening - Procedures/Process							1		1				2
2020		1	2	2	1					1	1	2	11
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--C				1						1			2
Patdown		1				1							2
Patdown - Flyer		1				1							2
Property - Special Handling				2					1		1	1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				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 Identity- Not Transgender							1						1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program				1			1		1		4		7
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA PreCheck				1			1		1		3		6
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening				1									1
Screening - Procedures/Process				1									1
2022	1	1	2	4	1	6							15
Expedited Passenger Screening Program	1	1	2	4	1	6							15
Expedited Passenger Screening Program	1	1	2	4	1	6							15

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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
MLU	2	2	3	7	1	4		1	6		3	4	33
2019				2	1				4		2	1	10
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Mishandling of Passenger Property									2		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2				2
Property - Special Handling				2								1	3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Checked												1	1
Screening									1		1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process									1				1
2020	2	2		3					1		1		9
Customer Service		1											1
Customer Service - TSO		1											1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling				1					1		1		3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1		2									4
Screening - Children				1									1
Screening - Inconsistency				1									1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1											1
2021				2		2		1	1			3	9
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1								2	3
Screening - Inconsistency												1	1
Screening - Procedures/Process				1								1	2
2022			3			2							5
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA Application Proq			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown							1						1
Patdown - Flyer							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
MMH	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

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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
MOB	5	4	7	5	5	10	2	8	6	5	9	7	73
2019				2	1	1	2	6	3	3	4	3	25
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service						1	1		2	1	1	1	7
Customer Service - Others										1	1		2
Customer Service - TSO					1		1		2			1	5
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Mishandling of Passenger Property				1			1	4	1	1	2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1	4	1		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
2020	3	3	2	3		2			1		2	3	19
Customer Service	1					1						1	3
Customer Service - TSO	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 - Damaged/Missing Items--Carry-on Luggage	1												1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown			2	1					1		1		5
Patdown - Children									1				1
Patdown - Flyer			2	1								1	4
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Property - Special Handling	1	1	1	1								1	5
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked	1	1			1							1	4
Screening					1								1
Screening - Children					1								1
2021	1		1					2	2	2	3	1	12
Civil Rights										1			1
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program				1				1	1		1	1	5
Expedited Passenger Screening Program - TSA PreCheck				1				1	1		1	1	5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Persons w/ Disabilities (PWD)								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
2022	1	1	4		4	7							17
Civil Rights						1							1
Civil Rights - Transgender Screening						1							1
Expedited Passenger Screening Program	1		3		2	7							13
Expedited Passenger Screening Program - TSA PreCheck	1		3		2	7							13
Patdown				1									1
Patdown - Flyer				1									1
Screening			1			1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process			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
MOT	2	1	3	4	5	5	1		3	1	3	3	31
2019				3					1	1	1	2	8
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property				1					1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening				1									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 - Damaged/Missing Items--Checked Bag	1			1		1					1		4
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							2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2021	1	1				1	1		1		1		6
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1						1				2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
2022			2		4	1							7
Expedited Passenger Screening Program			1		4	1							6
Expedited Passenger Screening Program - TSA PreCheck			1		4	1							6
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			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
MRY	8	4	2	3	5	7	2	5	2	3	1	7	49
2019				1			2	1	2			3	9
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 - Disarrayed Items--Carry-on or Checked												1	1
Screening				1			1		2				6
Screening - Lengthy Lines												2	2
Screening - Procedures/Process				1			1		2				4
2020	2		1										3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1												1
Screening - Procedures/Process	1												1
2021	1	1	1	1	1	2		4		3	1	4	19
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Expedited Passenger Screening Program								2		2	1	3	8
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1		2		2	5
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling						1		1		1			3
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							1	1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process							1						1
2022	5	3		1	4	5							18
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights							1						1
Civil Rights - Transgender Screening							1						1
Expedited Passenger Screening Program	4	3		1	3	5							16
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	4	2		1	3	5							15

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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
MSL						1		2			1		4
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2021								1			1		2
Customer Service								1			1		2
Customer Service - TSO								1			1		2
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
MSN	15	18	20	23	15	39	10	5	11	14	17	10	197
2019				6	4	1	5	4	6	9	10	5	50
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				1					1			1	3
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				1	2					2	1	1	7
Customer Service - Others					1								1
Customer Service - TSO				1	1					2	1	1	6
Locks							1	1			1		3
Locks - Missing or Damaged Lock							1	1			1		3
Mishandling of Passenger Property						1	1	2	2	2	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2	1	2			7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1		1	1	3
Patdown				1	1		1			1	2	1	7
Patdown - Flyer				1	1		1			1	2	1	7
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				1	1		2	1	2	1	2	1	11
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				1	1		2	1		1	1	1	8
Property - Special Handling - Missing Items - Checked									1		1		2
Screening				2					1	2	1		6
Screening - Procedures/Process				2					1	2	1		6
2020	4	5	5	6	3	4		1		1	2	1	32
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		2	1	1								1	5
Customer Service - TSO		2	1	1								1	5
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 - Damaged/Missing Items--C			1	1			2				1		5
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown	1	1			1								3
Patdown - Flyer	1	1			1								3
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1		1	1		1			1	1			6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked			1			1			1				3
Screening	1	1	1	1		1		1					6
Screening - Procedures/Process	1		1	1		1		1					5
Screening - Security Breach		1											1
2021	3	1	2	3		4	5		5	4	5	4	36
Civil Rights	2	1	1			1							5
Civil Rights - Racial Profiling or Discrimination	2	1	1			1							5
Customer Service				1			1		2	2			6
Customer Service - TSO				1			1		2	2			6
Expedited Passenger Screening Program			1				2		1	1	5	2	12
Expedited Passenger Screening Program - TSA PreCheck			1				2		1	1	5	2	12
Mishandling of Passenger Property						2	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1		1			1	3
Patdown - Flyer							1		1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	1									1			2
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening				2		1						1	4
Screening - Children						1							1
Screening - Procedures/Process				2								1	3
2022	8	12	13	8	8	30							79
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	2		4										6
Customer Service - TSO	2		4										6
Expedited Passenger Screening Program	4	12	6	8	8	28							66
Expedited Passenger Screening Program	2	3	1										6
Expedited Passenger Screening Program	2	9	5	8	8	28							60
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			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
Screening							1						1
Screening - Procedures/Process							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
MSO	7	4	2	12	8	9	3		3	9	8	5	70
2019				1	1	9	2		1	5	4	1	15
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										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 - Damaged/Missing Items--Checked Baggage							1		1		2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Checked				1						1			2
Screening										1			1
Screening - Crew Member or Airline Employee										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 - Dam	2					1							3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2021	2	1	1	1		2	1		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 - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck						2			1		3	4	10
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--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 Items - Checke		1											1
2022	3	3		7	6	5							24
Expedited Passenger Screening Program	3	3		7	6	5							24
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3		7	5	5							23

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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
MSP	198	216	191	252	255	296	92	102	129	144	175	193	2,243
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
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimination				1	1				2	1		2	7
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Screening of Religious or Cultural Garments								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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				2				2	1	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 - Damaged/Missing Items--Carry-on Luggage								1			3	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				7	4	5	5	6	12	5	11	10	65
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4		2	1	1	2	5		4	19
Patdown					2	3	4	2	6	2	3	5	27
Patdown - Children							1		1			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 Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes								3	1	2		1	7
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) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				3	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1					1	2	2	7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1		1	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	2		1			1		6
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling				13	5	17	10	14	21	16	18	15	129
Property - Special Handling - Damaged Items - Carry-On				2					1	2	2		7
Property - Special Handling - Damaged Items - Checked				4		6			3	4	6	5	32
Property - Special Handling - Missing Items - Carry-On				5	3	4	3	5	4	2		2	28
Property - Special Handling - Missing Items - Checked				2	2	7	7	6	12	8	10	8	62
Request for Assistance								1					2
Request for Assistance - Other								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				5	8	12	9	8	11	8	16	29	106
Screening - Children									1				1
Screening - Crew Member or Airline Employee											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/Confiscated Items										1	1		2
Screening - Security Breach							1						1
2020	75	58	55	63	63	25	3	9	8	17	28	16	420
Civil Rights	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 Discrimination	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					4
Customer Service - TSO	14	5	14	12	11	5		2		3	4	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 - Damaged/Missing Items--Carry-on Luggage	1	1	3	3	2				1				11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	13	7	9	9	10	5		1	1	1	8	1	64
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1	4	3					1				12
Patdown	3	4	4	5	2		1						19
Patdown - Flyer	3	3	3	5	2		1						17
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer		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
Persons w/ Disabilities (PWD)	2	6	1	1	3	2				1	1	2	19
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive	1	1											2
Persons w/ Disabilities (PWD) - Diabetes						2						1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1							1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	1				1					1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	12	14	9	14	11	2		2	3	4	7	4	82
Property - Special Handling - Damaged Items - Carry		5		3						2	2	1	10
Property - Special Handling - Damaged It	1	2	1	3	1				2	2	1	1	14
Property - Special Handling - Missing Item	4	3	1	3	2							2	15
Property - Special Handling - Missing Item	7	4	7	5	8	2		2	1	2	4	1	43
Request for Assistance	2									1			3
Request for Assistance - Other	2									1			3
Screening	16	7	8	8	11	4	1	1	1	4	4	4	69
Screening - Inconsistency				1						1	1	1	4
Screening - Lengthy Lines	4	1	1	2	2								10
Screening - Procedures/Process	11	6	6	4	9	4	1	1	1	3	3	3	52
Screening - Retrieving Abandoned/Confis	1		1										2
Screening - Security Breach				1									1
2021	21	15	13	12	18	32	39	39	52	65	65	89	460
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	2	1			1			1		2	2	1	10
Civil Rights - Racial Profiling or Discrimin	2						1				2	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1					1			3
Civil Rights - Transgender Screening										1			1
Customer Service	6	1	5	3	7	4	7	5	9	10	10	8	75
Customer Service - Others												1	1
Customer Service - TCC					1								1
Customer Service - TSO	6	1	5	3	6	4	7	5	9	10	10	7	73
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program			3		3	15	16	16	26	35	37	59	210
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA Application Pro			1			1	5	1	3	1	3	8	23
Expedited Passenger Screening Program - TSA PreCheck			2		3	14	11	15	23	34	33	51	186
General Aviation				1									1
General Aviation - General				1									1
Identification (ID) Requirements				1			1		1	1			4
Identification (ID) Requirements - Domestic				1			1			1			3
Identification (ID) Requirements - Real ID									1				1
Locks	2						1	1		1			5
Locks - General								1					1
Locks - Missing or Damaged Lock	2						1			1			4
Lost and Found					1		1	1					3
Lost and Found - Airport/TSA					1		1	1					3
Mishandling of Passenger Property	3	5		4	1		2				3		18
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Dam	1	5		2	1		2				2		13
Mishandling of Passenger Property - Disa	1										1		2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown		1	1		1	1		1	2	4	4	2	17
Patdown - Children									1			1	2
Patdown - Flyer		1			1	1		1	1	3	3	1	12
Patdown - Flyer as Observer			1							1			2
Patdown - General											1		1
Persons w/ Disabilities (PWD)	4	1			1	1	2	1	4	2		2	18
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - General					1	1			1				3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medical [2												2
Persons w/ Disabilities (PWD) - Medically Necessary		1							1			1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		2				3
Prohibited & Permitted Items			1			1		1	1	1		2	7
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1									2	3
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	2	3	1	1		4	6	5	4	5	4	3	38
Property - Special Handling - Damaged Items - Carry-On							1				1		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	
Property - Special Handling - Damaged Items - Check			1		1			1	2		2	1	1	9
Property - Special Handling - Missing Items - Carry-Over			1				1	2	2	1	1	1	1	10
Property - Special Handling - Missing Items - Checked		2	1	1			3	2	1	3	2	1	1	17
Request for Assistance													1	1
Request for Assistance - Other													1	1
Screening		2	2	1	2	3	5	3	6	5	4	5	10	48
Screening - Inconsistency						2						1		3
Screening - Lengthy Lines							2	2	1	1			2	8
Screening - Procedures/Process		2	2	1	2	1	3	1	4	4	4	3	8	35
Screening - Retrieving Abandoned/Confiscated Items								1				1		2
2022	102	143	123	134	138	184								824
Additional Information Required/Insufficient Information			1											1
Additional Information Required/Insufficient Information - Other			1											1
Airline				1										1
Airline - Policy/Regulations/Service				1										1
Civil Rights		2	2	2		2	2							10
Civil Rights - Age		1												1
Civil Rights - Civil Rights Violation (TSA Employee)				1										1
Civil Rights - Hair Patdowns			1											1
Civil Rights - Race							2							2
Civil Rights - Racial Profiling or Discrimination		1	1			1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1								1
Civil Rights - Transgender Screening				1										1
Claims				1										1
Claims - Status				1										1
CSM/Stakeholder Follow-up							1							1
CSM/Stakeholder Follow-up - General							1							1
Customer Service		10	11	4	11	4	12							52
Customer Service - CSM					1									1
Customer Service - Others					2		1							3
Customer Service - TSO		10	11	4	8	4	11							48
Expedited Passenger Screening Program		72	107	92	100	117	159							647
Expedited Passenger Screening Program - DoD			1			1								2
Expedited Passenger Screening Program - Other		2	13	6	7	5								33
Expedited Passenger Screening Program - TSA		70	93	86	93	111	159							612
Hazardous Materials Safety			1		1									2
Hazardous Materials Safety - General			1		1									2
Locks							2							2
Locks - Missing or Damaged Lock							2							2
Lost and Found						2								2
Lost and Found - Airport/TSA						2								2
Mishandling of Passenger Property			2	2	2	4								10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1								2
Mishandling of Passenger Property - Damaged/Missing Items - Checked			1	2	1	2								6
Mishandling of Passenger Property - Disarrayed Item			1			1								2
No Jurisdiction			1		1		1							3
No Jurisdiction - No Referral					1									1
No Jurisdiction - Refer to CBP			1							1				2
Patdown		3	6	2	4	2								17
Patdown - Flyer		1	4	2	4	2								13
Patdown - Flyer as Observer		2	2											4
Persons w/ Disabilities (PWD)		4	4	3	3	1	1							16
Persons w/ Disabilities (PWD) - Autism Spectrum					1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay			1	1										2
Persons w/ Disabilities (PWD) - Diabetes					2									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1							1
Persons w/ Disabilities (PWD) - General				1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)				1		1								2
Persons w/ Disabilities (PWD) - Prostheses		1	1											2
Persons w/ Disabilities (PWD) - Respiratory		1												1
Persons w/ Disabilities (PWD) - Wheelchair		2	1											3
Prohibited & Permitted Items			1											1
Prohibited & Permitted Items - Breast Milk/Baby Formula			1											1
Property - Special Handling		5	1	7	4	2	3							22
Property - Special Handling - Damaged Items - Checked		1		3		1								5
Property - Special Handling - Damaged Items - Carry-Over		1		1	1	1	1							5
Property - Special Handling - Missing Items - Checked		3		1	2		1							7
Property - Special Handling - Missing Items - Carry-Over			1	2	1		1							5
Screening		6	6	9	8	4	3							36
Screening - Inconsistency		2	1		1	1	1							6
Screening - International Screening							1							1
Screening - Lengthy Lines		1	1	2	3		1							8
Screening - Procedures/Process		3	4	5	3	3								18
Screening - Retrieving Abandoned/Confiscated Items				2	1									3

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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
MSS			1			2						1	4
2019												1	1
Screening												1	1
Screening - Security Breach												1	1
2022			1			2							3
Expedited Passenger Screening Program			1			2							3
Expedited Passenger Screening Program - TSA PreC			1			2							3

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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
MSY	104	111	102	131	130	183	83	104	94	105	97	70	1,314
2019				39	32	44	57	73	51	46	45	38	425
Civil Rights				1	1	2	2	3	2	1			5
Civil Rights - Constitutional Rights													2
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination						1	2	2	1			3	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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 - Damaged/Missing Items--Carry-on Luggage							1		1	2	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	9	5	11	11	6	9	8	5	72
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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 Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						3	1				1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		2					3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals						1		1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1					1	1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2		1			5
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling				14	7	5	7	9	6	13	10	11	82
Property - Special Handling - Damaged Items - Carry-On				3	1	1	1	2	1				9
Property - Special Handling - Damaged Items - Checked				4	2		3	2		2	2	3	18
Property - Special Handling - Missing Items - Carry-On				5		2	1	2	1	2	3	4	20
Property - Special Handling - Missing Items - Checked				2	4	2	2	3	4	9	5	4	35
Screening					2	4	5	12	6	4	6	3	42
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines						1		4			1		6
Screening - Procedures/Process					2	2	5	7	6	4	3	2	31
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach											1	1	2
2020	54	50	42	36	39	32	5	7	12	18	16	10	321
Civil Rights	5	2	2	1	1					2			13
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	1	1	1	1	1					2			7
Civil Rights - Sex/Gender/Gender Identity	3		1										4
Customer Service	11	10	10	5	9	1	1		1	7		2	57
Customer Service - Others			1										1
Customer Service - TSO	11	10	9	5	9	1	1		1	7		2	56
Locks	6	2	1	1	1			1			1		13
Locks - Missing or Damaged Lock	6	2	1	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 - Damaged/Missing Items--Carry-on Luggage					1				1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	7	9	8	12	13	7		2	3	2	2	1	66
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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 Spectrum			1							1			2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
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) - Mobility Disability (Not Wheelchair or Scooter)		1	1										2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals									1			1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1		1								2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Medication/Prescription			1										1
Property - Special Handling	6	8	10	8	8	16	3	2	6	1	8	3	79
Property - Special Handling - Damaged Items - Carry	1		1	1	1	1					2	1	8

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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
Property - Special Handling - Damaged Item	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	2	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
Screening - Procedures/Process	12	6	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
Civil Rights - Racial Profiling or Discrimination									2	1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						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	3	3	2	4	2	3	7	9	7	3	47
Expedited Passenger Screening Program			1	2	3	3	8	10	11	20	18	13	89
Expedited Passenger Screening Program - TSA Application Program				1	2	1		1	1		2		8
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	2	8	9	10	20	16	12	80
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	3	2	4	1		1				1	1	15
Mishandling of Passenger Property - Damaged/Missed		1	1	1	1							1	5
Mishandling of Passenger Property - Damaged	2	1	1	3			1				1		9
Mishandling of Passenger Property - Disarrayed 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
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals								1		1			2
Prohibited & Permitted Items				1	1				1	1			4
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1					1			2
Property - Special Handling	6	3			1	1	5	1	6	2	2	2	29
Property - Special Handling - Damaged Item	1	1							3	1			6
Property - Special Handling - Damaged Item	2	2			1		2		2	1	1	1	12
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
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	97							332
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	2	1											3
Civil Rights - Racial Profiling or Discrimination	2												2
Civil Rights - Transgender Screening		1											1
Customer Service	2	3	3	2	4	5							19
Customer Service - TSO	2	3	3	2	4	5							19
Expedited Passenger Screening Program	28	36	44	36	40	79							263
Expedited Passenger Screening Program - DoD		1		1									2
Expedited Passenger Screening Program	3	1	2		1								7
Expedited Passenger Screening Program	24	34	41	35	39	79							252
Expedited Passenger Screening Program	1		1										2
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1		1		1							3
Mishandling of Passenger Property - Damaged/Missed		1		1		1							3
Patdown		1	1		1	1							4
Patdown - Flyer		1			1	1							3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	2			1	3							7
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1				1							2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beverages	1												1
Property - Special Handling	4	3	2	3		2							14
Property - Special Handling - Damaged Item	1		1	2									4
Property - Special Handling - Damaged Item	1					1							2
Property - Special Handling - Missing Items - Carry-C		2		1									3

TSA Contact 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
Property - Special Handling - Missing Item	2	1	1										5
Screening	1	3	1	2	1	6							14
Screening - Inconsistency			1										1
Screening - Lengthy Lines					1	5							6
Screening - Procedures/Process	1	3		2		1							7

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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
MTJ	5	5	9	24	13	11		3			4	5	79
2019				1	13	1		1			4	5	4
Civil Rights													1
Civil Rights - Headwear													1
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2020	2	3	1	2	2							1	11
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Patdown			1		1								2
Patdown - Flyer			1		1								2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1	2											3
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	1											2
2021	2	1		1	5	1		2			4	3	19
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2					2							4
Customer Service - TSO	2					2							4
Expedited Passenger Screening Program											2	3	5
Expedited Passenger Screening Program - TSA PreCheck											2	3	5
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checke		1									1		2
Screening						1	1						2
Screening - Inconsistency						1							1
Screening - Procedures/Process							1						1
2022	1	1	8	20	6	9							45
Customer Service		1	2	3	2								8
Customer Service - TSO		1	2	3	2								8
Expedited Passenger Screening Program			5	11	3	7							26
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Proç			2										2
Expedited Passenger Screening Program - TSA PreCheck			2	11	3	7							23
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1			3	1	2							7
Screening - Inconsistency				2		1							3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			1		1							3

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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
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/Confiscated Items												1	1
2021										1	1		2
Expedited Passenger Screening Program										1	1		2
Expedited Passenger Screening Program - TSA PreCheck										1	1		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
MWA			1	1				1		1			4
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 - TSA PreCheck										1			1
2022					1								1
Customer Service					1								1
Customer Service - TSO					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
MYR	30	22	22	20	19	26	14	26	40	36	22	26	303
2019				5	4	9	7	16	17	11	11	7	87
Civil Rights					1	2							3
Civil Rights - Hair Patdowns					1	1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				2	1	1	1	1	3	3			12
Customer Service - TSO				2	1	1	1	1	3	3			12
Locks				2				1				2	5
Locks - Missing or Damaged Lock				2				1				2	5
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property					1	2	5	5	3	2	2	2	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2	3	5	2	2	2	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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	1	8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1		1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1	1			2
Property - Special Handling					1	3		3	3	2	4	2	18
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						2		1	2		1		6
Property - Special Handling - Missing Items - Checked					1	1	2	1	1	1	3	2	11
Screening				1		1		2	3	2	1		10
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines						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			1										1
Customer Service - TSO	3	1	1								2		7
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	2		1		2				1		2	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												1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checke		1	3		1						1	1	7
Screening	2	3								2			7
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process	2	3								1			6
2021	5	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 Discrimination												2	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Claims							1						1
Claims - General							1						1
Customer Service		1		1				3	9	5	1	3	23
Customer Service - CSM										1			1
Customer Service - Others									2				2
Customer Service - TSO		1		1				3	7	4	1	3	20
Expedited Passenger Screening Program						1	1	3	6	12	1	8	32
Expedited Passenger Screening Program - TSA PreCheck						1	1	3	6	12	1	8	32
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2			1	1			1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	1							1		1			3
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown	1								1			1	3
Patdown - Flyer	1								1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)						1	1	2		1			5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling	2			1			1	1	1	1	2	1	10
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	2						1						3

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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
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked				1						1	1	1	4
Screening		1				1	2		2	2	1		9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1				1	1	2	2	1		8
2022	17	12	14	12	10	13							78
Civil Rights	1		1										2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Racial Profiling or Discrimination	1												1
Claims						1							1
Claims - General						1							1
Customer Service	2					1							3
Customer Service - TSO	2					1							3
Expedited Passenger Screening Program	13	9	12	8	6	10							58
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	11	8	12	8	6	10							55
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown	1		1				1						3
Patdown - Flyer	1		1				1						3
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Screening		1		3			2						6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1		3			1						5

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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
NYL	2	3	1	4	4	2	2	2	2	5	1	4	32
2019				1	3	2	1	2	1	3	1	1	15
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						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling					2	1				1			4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked					1					1			2
Property - Special Handling - Missing Items - Checked					1								1
Screening				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020	1		1	1			1						4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				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 Items - Checked	1												1
Property - Special Handling - Missing Items - Checked							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 PreCheck										1		2	3
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									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

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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
OAJ	9	4	6	8	2	12	5	1	4	5	6	4	66
2019						2	1	1	1	3	2	3	13
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown								1	1				3
Patdown - Flyer								1	1				3
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening						2	1			2			5
Screening - Procedures/Process						2	1			2			5
2020	6		3	7	1	4			1	1	3	1	27
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2	1								3
Customer Service - TSO				2	1								3
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property	2						1				2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2						1				1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)				2		1			1				4
Persons w/ Disabilities (PWD) - General				1									1
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) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1		1			1				1	1		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items			1			1				1			4
Screening	3		1	1		1						1	7
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2		1	1		1							5
2021	1	1				1	4		2	1	1		11
Customer Service									2	1			3
Customer Service - TSO									2	1			3
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Mishandling of Passenger Property		1				1	2						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked		1											1
Screening							1						1
Screening - Procedures/Process							1						1
2022	2	3	3	1	1	5							15
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program - TSA PreCheck		1				1							2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Persons w/ Disabilities (PWD)						1	2						3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1
Screening				2		2							4
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1									1
Screening - Procedures/Process						2							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
OAK	54	58	84	76	62	70	38	47	43	73	63	79	747
2019				18	10	22	27	22	27	31	31	30	218
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				1	1	2	1		3	1			9
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									2				2
Civil Rights - Racial Profiling or Discrimination					1	1	1		1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											3	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				8	2	3	4	2	4	3	4	7	37
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3		1		2	1	2	9
Patdown				1				3	2	2	2	1	11
Patdown - Flyer				1				3	2	2	2	1	11
Persons w/ Disabilities (PWD)					1		1	1	1		1	3	8
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		1			1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				6	3	6	6	5	9	9	12	10	66
Property - Special Handling - Damaged Items - Carry-On				1							2	1	4
Property - Special Handling - Damaged Items - Checked				1	2	3		2	3	3	3	1	18
Property - Special Handling - Missing Items - Carry-On					1	1	2	1	2	2	2	1	10
Property - Special Handling - Missing Items - 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						3
2020	22	17	39	35	18	12	2	6	7	18	8	19	203
Civil Rights			1	2	2						1		6
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination			1	1							1		3
Civil Rights - Transgender Screening					1								1
Customer Service	1	2	5	3	1	3	1			2	1	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
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 - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4		13	7	5	1		1	1	6	1	4	43
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	5	1	2	5						1		1	15
Patdown		1		2	3					1			7
Patdown - Flyer				2	3					1			6
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2		1		1			1		1	10
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1					1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1		1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			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 Items - Carry-On	1				1								2
Property - Special Handling - Damaged Items - Checked	2	4	2	3	1	2		1		1	1	2	19
Property - Special Handling - Missing Items - Carry-On	1	1	1					1	1				5
Property - Special Handling - Missing Items - Checked	6	2	8	3	2	2			2	3	3	4	35
Screening	2	1	1	4	1	3		2		3		1	18
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
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1			1					2
Civil Rights - Racial Profiling or Discrimination					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

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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
Expedited Passenger Screening Program - TSA Application Program								1	2	1	2	4	10
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	2	11	6	12	16	16	70
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												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	1	6
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										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) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items					1							1	2
Prohibited & Permitted Items - Electronic Devices												1	1
Prohibited & Permitted Items - Food/Beverages					1								1
Property - Special Handling		1	3	1	3	1	1	1		4	2	3	20
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Check			1		1					2		1	5
Property - Special Handling - Missing Items - Carry-On					1		1	1			1		4
Property - Special Handling - Missing Items		1	2	1	1	1					1	2	9
Screening					1	1	2	2				2	8
Screening - Inconsistency					1			1					2
Screening - Procedures/Process						1	2	1				2	6
2022	26	36	40	23	25	28							178
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		2	1	1	1	1							6
Civil Rights - Age		1											1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service		4	2	1		1	2						10
Customer Service - TSO		4	2	1		1	2						10
Expedited Passenger Screening Program		10	31	35	17	19	20						132
Expedited Passenger Screening Program - TSA Appl			2	2		1							5
Expedited Passenger Screening Program		10	29	33	17	18	20						127
Mishandling of Passenger Property			2	1	3		1						7
Mishandling of Passenger Property - Damaged/Missin			2		2		1						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1	1								2
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Toc		1											1
Property - Special Handling		1		1	2		1						5
Property - Special Handling - Damaged It		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					2								2
Screening		7		1		2	3						13
Screening - Inconsistency						1							1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		7		1		1	2						11

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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
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

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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
OGG	51	50	46	84	53	86	29	38	39	50	60	38	624
2019				11	8	19	14	18	10	17	12	21	130
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights								2		1	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Sexual Orientation - Not Transgender								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								1		2			3
Mishandling of Passenger Property				3	1	10	5	3	3	2	5	4	36
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				3	1	8	4	2	3	2	5	3	31
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1	1				1	5
Patdown				1	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 Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										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) - Wheelchair/ Scooter/ Segway								1					1
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling				2	3	3	4	2	1	3		4	22
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked							2					2	4
Property - Special Handling - Missing Items - Carry-On					1	1	1			1			4
Property - Special Handling - Missing Items - Checked				2	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						1		1	1				3
Screening - Procedures/Process				1	1	2	2	1	1	1	1	3	13
Screening - Retrieving Abandoned/Confiscated Items												1	1
2020	14	12	17	17	13	13	3		2	1	1	2	95
Civil Rights	2			1									3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service			1	5	1	2	2			1		1	13
Customer Service - TSO			1	5	1	2	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 - Damaged/Missing Items--Checked Back	6	3	7	3	5	3			1		1		29
Mishandling of Passenger Property - Disarrayed Item		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 /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Touch Assistance	1												1
Persons w/ Disabilities (PWD) - Wounded Warrior	1												1
Property - Special Handling	1	2	5	2	3	1			1			1	16
Property - Special Handling - Damaged Items - Checked		1	3		1							1	6
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Items - Checked	1	1	2	2		1			1				8
Request for Assistance	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	7	12	20	27	32	47	15	172
Civil Rights								1			3	1	5
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination								1			2		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											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 - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program					1			2	1				4
Expedited Passenger Screening Program - TSA PreCheck							5	12	13	19	25	9	83
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						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
Mishandling of Passenger Property	2	2					1		1		2		8
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Dam	2	1							1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2		3
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling		2					1	1	2	1	5	1	13
Property - Special Handling - Damaged Items - Carry-On										1	2	1	4
Property - Special Handling - Damaged Items - Check			1					1	1				3
Property - Special Handling - Missing Items - Carry-On											3		3
Property - Special Handling - Missing Items - Checke		1					1		1				3
Screening					1	3	1	1	1	5	6	3	21
Screening - Children												1	1
Screening - Inconsistency										1			1
Screening - Lengthy Lines									1	2	5		8
Screening - Procedures/Process					1	3	1	1		2	1	2	11
2022	35	33	29	53	30	47							227
Civil Rights	2	1			2	1							6
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Customer Service	2	4	7	10	2	5							30
Customer Service - TSO	2	4	7	10	2	5							30
Expedited Passenger Screening Program	24	26	18	36	21	33							158
Expedited Passenger Screening Program	2	5	1	5		1							14
Expedited Passenger Screening Program	22	21	17	31	21	32							144
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1		1	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Disa	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)	2			1		2							5
Persons w/ Disabilities (PWD) - Breast Ca	1												1
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							2
Property - Special Handling	1		1	2	3								7
Property - Special Handling - Damaged It	1			2									3
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	3	1	2	2	1	4							13
Screening - Inconsistency	1			1		1							3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1	2	1		3							9

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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
OGS	1		2	1	2	1	2		2	2	1		14
2019							1		2	1	1		5
Mishandling of Passenger Property							1		1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2020	1		2	1		1							5
Mishandling of Passenger Property			2			1							3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1						2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1												1
Screening - Procedures/Process	1												1
2021							1			1			2
Patdown										1			1
Patdown - Flyer										1			1
Screening									1				1
Screening - Procedures/Process									1				1
2022						2							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Patdown						1							1
Patdown - Flyer						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
OKC	30	38	32	29	39	48	24	19	30	28	30	27	374
2019				8	6	11	10	6	8	14	9	11	83
Civil Rights						1	1				1		3
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination						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	1	8
Locks - Missing or Damaged Lock						2	1			2	2	1	8
Mishandling of Passenger Property				3	2	1	1	1	2	4	1	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				2	2	1	1	1	1	3		1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on 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 Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				3	1	3	2		2		4	3	18
Property - Special Handling - Damaged Items - Checked				1		1	1		1		1	2	7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - 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 Employee								1					1
Screening - Procedures/Process				1		2	2	1		4		2	12
Screening - Retrieving Abandoned/Confiscated Items												1	1
2020	14	5	7	7	10	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		2			1	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	5	2	2		1		2				1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on 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 Necessary	1			1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	6	1	2	3	2	3	2			3	1		23
Property - Special Handling - Damaged Items - Checked	1										1		2
Property - Special Handling - Damaged Items - Carry-On	4	1	1	2	1	3	1						13
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1		1		1		1			3			7
Screening	2		2	1	4		1		1	2		1	14
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		2	1	3		1		1	2		1	13
2021	2	4	5	3	3	7	9	13	21	8	18	13	106
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1	1	3	1	1	1	1	1	2		2	2	16
Customer Service - CSM			1										1
Customer Service - TSO	1	1	2	1	1	1	1	1	2		2	2	15
Expedited Passenger Screening Program					2	3	4	4	13	4	12	9	51
Expedited Passenger Screening Program - DoD										1		2	3
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck					2	3	4	4	11	3	12	7	46
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	1		1					2					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1		1					2					4
Patdown							2			1			3
Patdown - Flyer							2						2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling		1				2		2	2	1	1		9
Property - Special Handling - Damaged Items - Carry-On						1		1	1				3
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked		1						1		1			3
Screening		1	1	2		1	2	1	3	2	2	1	16
Screening - Inconsistency			1					1	1	1			4
Screening - Lengthy Lines							1			1			2
Screening - Procedures/Process		1		2		1	1		2		2	1	10
2022	14	29	20	11	20	26							120

TSA Contact 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
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	6			3	3							13
Customer Service - TSO	1	6			3	3							13
Expedited Passenger Screening Program	5	19	15	8	16	17							80
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program	1	2			2	3							8
Expedited Passenger Screening Program	4	17	15	8	13	14							71
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							2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	4	4	1		4							20
Screening - Lengthy Lines	1	1	1			1							4
Screening - Procedures/Process	5	3	3	1		3							15
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact 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
OLF			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			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
OMA	50	37	54	38	60	57	26	34	38	47	39	39	519
2019				6	11	12	12	16	25	20	18	15	135
Civil Rights				2				2	2	5	1	1	13
Civil Rights - Age				1					1			1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination									1	3			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1	2				4
Civil Rights - Transgender Screening								1					1
Customer Service						4	1	1	4	3	1	2	16
Customer Service - Others										1			1
Customer Service - TSO						4	1	1	4	2	1	2	15
Locks							1		4	2	1	1	9
Locks - Missing or Damaged Lock							1		4	2	1	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	5	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2		3	2	3	4	5	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 Spectrum												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				1	3	2	4	4	4	2	1	1	22
Property - Special Handling - Damaged Items - Checked				1	2	1		1	2				7
Property - Special Handling - Missing Items - Carry-On						1	1	1			1	1	5
Property - Special Handling - Missing Items - Checked					1		3	2	2	2			10
Screening				1	4	3	1	1	3	1	5	1	20
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/Confiscated Items							1						1
Screening - Security Breach											1		1
2020	21	10	25	10	9	7	1	4	3	8	4	10	112
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Civil Rights			1	2	1	1							5
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination					1	1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				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	1	25
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	5	1	1	2	1	1	1	1	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked Bag			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	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 Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1	1											2
Property - Special Handling	6	3	4	2	1	1		2	1	2		2	24
Property - Special Handling - Damaged Items - Checked	4		1					1	1	2			9
Property - Special Handling - Missing Items - Carry-On	1	2		1				1					5
Property - Special Handling - Missing Items - Checked	1	1	3	1	1	1						2	10
Screening	3	1	5	1	1	1		1	1	3	1	6	24
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	1	3	1	1	1		1	1	2	1	6	20
Screening - Retrieving Abandoned/Confiscated Items	1		1							1			3
2021	9	6	5	5	7	6	13	14	10	19	17	14	125
Civil Rights			1	1	1		2	1	1	1	1		8
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination					1		1		1	1	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims							1						1
Claims - General							1						1
Customer Service	1	3	2	2	1		1	1	2		3	3	19
Customer Service - TCC				2									2
Customer Service - TSO	1	3	2		1		1	1	2		3	3	17
DHS TRIP								1					1
DHS TRIP - General								1					1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program							1	4	3	6	9	5	28
Expedited Passenger Screening Program - TSA Application Program									1			2	3

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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	
Expedited Passenger Screening Program - TSA PreCheck								1	4	2	6	9	3	25
Locks								1		1				2
Locks - Missing or Damaged Lock								1						2
Mishandling of Passenger Property	3			3		2	1	2			1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1						2
Mishandling of Passenger Property - Disa	3			2			1	1			1	1		9
Patdown	2				1			1			4	2	2	12
Patdown - Flyer	2							1			4	2	2	11
Patdown - Flyer as Observer					1									1
Persons w/ Disabilities (PWD)								1	1		2		1	5
Persons w/ Disabilities (PWD) - Diabetes									1		1			2
Persons w/ Disabilities (PWD) - General													1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1			1
Persons w/ Disabilities (PWD) - Service Animals								1						1
Prohibited & Permitted Items			1			1	2				1		1	6
Prohibited & Permitted Items - Alcohol and Tobacco							1							1
Prohibited & Permitted Items - General			1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1	2
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1					1			2
Property - Special Handling	1	2			1	2	1	3			3		1	14
Property - Special Handling - Damaged Items - Carry-On								1					1	2
Property - Special Handling - Damaged Items - Check		2			1	1	1	1		2				8
Property - Special Handling - Missing Item	1							1						2
Property - Special Handling - Missing Items - Checked						1					1			2
Screening	2	1			3	1	1	1	3	1	1	1		15
Screening - Children								1						1
Screening - Inconsistency									1		1			2
Screening - Procedures/Process	1				2	1	1		2	1		1		9
Screening - Security Breach	1				1									2
Screening - Shoe Screening		1												1
2022	20	21	24	17	33	32								147
Airline				2										2
Airline - Policy/Regulations/Service				2										2
Civil Rights		1	3	1	1									6
Civil Rights - Racial Profiling or Discrimination		1	3	1	1									6
Customer Service	3	2	2	1	4	3								15
Customer Service - TSO	3	2	2	1	4	3								15
Expedited Passenger Screening Program	8	15	14	8	21	27								93
Expedited Passenger Screening Program	1	1	1											3
Expedited Passenger Screening Program - TSA Appl	3					1								4
Expedited Passenger Screening Program	7	11	13	8	21	26								86
Mishandling of Passenger Property	1	1		2	1	1								6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1								1
Mishandling of Passenger Property - Damaged/Missii		1		1										2
Mishandling of Passenger Property - Disa				1	1									3
No Jurisdiction	1													1
No Jurisdiction - Refer to Other	1													1
Patdown	1	1			1									3
Patdown - Children		1			1									2
Patdown - Flyer	1													1
Persons w/ Disabilities (PWD)	2	1	1	1	2									7
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) - Metal Implants (joint)					1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1										1
Persons w/ Disabilities (PWD) - Service A	1													1
Persons w/ Disabilities (PWD) - Wheelcha	1	1												2
Prohibited & Permitted Items	1		1											2
Prohibited & Permitted Items - Breast Milk	1													1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1											1
Property - Special Handling			2	1	1	1								5
Property - Special Handling - Damaged Items - Checked			1	1										2
Property - Special Handling - Missing Items - Carry-On					1	1								2
Property - Special Handling - Missing Items - Checked			1											1
Screening	3		1	1	2									7
Screening - Procedures/Process	3		1	1	1									6
Screening - Retrieving Abandoned/Confiscated Items					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
OME			1	1		1							3
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
2020			1										1
Patdown			1										1
Patdown - Flyer			1										1
2022						1							1
Civil Rights						1							1
Civil Rights - Not Specified						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
ONT	46	51	49	60	54	76	17	34	41	32	47	48	555
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 Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									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 - Damaged/Missing Items--Carry-on Luggage						1				2	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				5	1			7	4	4	5	4	30
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		3			1		2		7
Patdown					1	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 Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1	1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling					3	2		2	6	2	3	2	20
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1				1		2	1	5
Property - Special Handling - Missing Items - Carry-On					1			1	2			1	5
Property - Special Handling - Missing Items - Checked					1	2		1	2	2	1		9
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/Confiscated 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
Civil Rights - Racial Profiling or Discrimination			1	1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												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
Lost and Found	1				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 - Damaged/Missing Items--Carry-on Luggage	1	1	1										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	3	2	6	4			1		1	3	1	26
Mishandling of Passenger Property - Disarrayed Item		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 Necessary Medication and Medical Supplies	1	1		1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1									1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Property - Special Handling	5	2	4	5		3				1	1	2	23
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked	2			1		1					1	2	7
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	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
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 Discrimination				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
Customer Service - TSO	1	1	3	2	1	4	1	4	3	2		7	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 Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	3	2	4	3	7	8	30
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Minors Domestic												1	1
Lost and Found										2			2
Lost and Found - Airport/TSA										2			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
Mishandling of Passenger Property	3	5	1	1		1	1	1	1				14
Mishandling of Passenger Property - Damaged/Missii		1		1									2
Mishandling of Passenger Property - Dam	3	4	1			1							9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1	1				3
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1				1			1	1		3	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1						1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	4		1	1		2	1	3	3	1	3	4	23
Property - Special Handling - Damaged Items - Carry-On								1	2	1			4
Property - Special Handling - Damaged It	1		1	1							2	1	6
Property - Special Handling - Missing Item	1					1		1	1			2	6
Property - Special Handling - Missing Item	2					1	1	1			1	1	7
Screening	2			1	3	3	2	1	2	4	3	3	24
Screening - Children										1			1
Screening - Inconsistency				1		1						1	3
Screening - Lengthy Lines						1	1			2	2		6
Screening - Procedures/Process	2				3		1	1	2	1	1	2	13
Screening - Retrieving Abandoned/Confiscated Items													1
2022	14	28	27	23	23	40							155
Civil Rights		1	1			1							3
Civil Rights - Racial Profiling or Discrimination		1	1			1							3
Customer Service	3	5	2	2	2	8							22
Customer Service - TSO	3	5	2	2	2	8							22
Expedited Passenger Screening Program	5	14	17	14	16	20							86
Expedited Passenger Screening Program	1	2	2		4								9
Expedited Passenger Screening Program	4	12	15	14	12	20							77
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1		2		1							4
Mishandling of Passenger Property - Damaged/Missii		1		1		1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown		2	1			6							9
Patdown - Flyer		2	1			6							9
Persons w/ Disabilities (PWD)	2	1	1		2	2							8
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	1	1	2	2									6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged It	1		1	1									3
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked			1										1
Screening	3	2	3	3	2	3							16
Screening - Inconsistency						1							1
Screening - Procedures/Process	2	2	3	3	2	2							14
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact 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
ORD	341	341	388	363	379	673	187	229	236	310	317	289	4,053
2019				78	69	92	101	118	103	136	126	107	930
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Flyer									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				5
Civil Rights - Racial Profiling or Discrimination				2	4	1	4	2	3	5	5	2	28
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3	1		3			1	1	3	12
Civil Rights - Sexual Orientation - Not Transgender				2	1			2	5			1	11
Customer Service	18	18		23	24	33	27	31	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	28	27	25	216
Human Capital	1												1
Human Capital - Prospective Employment with TSA	1												1
Locks				1	3	6	9	7	5	9	5	9	54
Locks - Missing or Damaged Lock				1	3	6	9	7	5	9	5	9	54
Lost and Found				4	1		1	2	1	3	2	1	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			178
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug	3	1	1	1	1	1	2	1	4	14			14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	13	8	13	11	19	12	17	22	19	134			134
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1			1	1					4			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2			3	2	5	4	4	4	2	2		26
Patdown	2	3	3	8	2	5	8	2	5	8	2	6	39
Patdown - Flyer	2	2	3	8	2	5	7	2	5	36			36
Patdown - Flyer as Observer				1								1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	6	3	3	4	3	3	4	3	3	2	8	4	36
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1	2		4
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1					1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1			1	1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2								1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2				1	1	4
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1			2	1	5
Property - Special Handling	13	13	25	22	19	21	32	26	19	190			190
Property - Special Handling - Damaged Items - Carry-On	1	2			1	2	1	6		1	14		14
Property - Special Handling - Damaged Items - Checked	1		5	6	5	2	8	8	3	38			38
Property - Special Handling - Missing Items - Carry-On	5	4	4	5	1	6	6	6	4	41			41
Property - Special Handling - Missing Items - Checked	6	7	16	10	11	12	12	12	11	97			97
Screening	7	13	12	9	21	14	19	18	9	122			122
Screening - Children							1			1			2
Screening - Gate Pass								1					1
Screening - Inconsistency				1	2			1			1		5
Screening - Lengthy Lines				1	3		3	2	3	1	2		15
Screening - Procedures/Process				6	9	10	5	14	10	17	13	8	92
Screening - Retrieving Abandoned/Confiscated Items										1		1	2
Screening - Security Breach								3	1		1		5
2020	115	96	114	96	92	60	10	15	19	46	44	34	741
Civil Rights	7	7	5	6	3	4	2	2		4	3		43
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination	5	5	3	3	1	3	2	1		2	2		27
Civil Rights - Sex/Gender/Gender Identity	1		1	2	1	1					1		7
Civil Rights - Sexual Orientation - Not Transgender					1								2
Civil Rights - Transgender Screening	1		1					1					3
Customer Service	22	21	16	23	23	10	2	2	2	10	4	3	138
Customer Service - Others	2	2			3		1			1			10
Customer Service - TSO	20	19	16	23	20	10	1	2	2	9	4	2	128
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	6	7	10	3	3	4		1	1	1			37
Locks - Missing or Damaged Lock	6	7	10	3	3	4		1	1	1			37
Lost and Found	2	2	2	3	1	1	1	1	1				17
Lost and Found - Airport/TSA	2	2	2	2	3	1	1		1	1			17
Mishandling of Passenger Property	22	22	27	24	22	15		2	4	11	12	8	169
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	2	3	4	2	3	1							15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	18	14	22	19	16	14		2	2	9	11	7	134
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker	2	5	1	3	3				2	2	1	1	20
Patdown	3	1	6	3	2	2				1	2		20
Patdown - Flyer	3	1	5	3	2	2				1	2		19
Patdown - Flyer as Observer			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
Persons w/ Disabilities (PWD)	5	4	10	3	5	2	1			5	1	1	37
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (General)	1									1			2
Persons w/ Disabilities (PWD) - Cognitive	1		2										3
Persons w/ Disabilities (PWD) - General										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1										2
Persons w/ Disabilities (PWD) - Medically	1	1	1		2	2	1						8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		2	1					1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1							1			2
Persons w/ Disabilities (PWD) - Service Animals			1							1			2
Persons w/ Disabilities (PWD) - Wheelcha	2		2								1		5
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 It	7	3	2	2	3	4		1	1	4	4	3	34
Property - Special Handling - Missing Item	9	5	5	3	5	4	1	2	2	3	3	3	42
Property - Special Handling - Missing Item	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												1
Screening - Lengthy Lines	2	1	5		1								9
Screening - Procedures/Process	13	10	14	6	9	3	3	2	6	2	6	4	78
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	1			1									2
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2021	58	28	36	23	34	50	76	96	114	128	147	148	938
Airline									1	1			2
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service									1				1
Animals			1										1
Animals - Checked			1										1
Civil Rights	2	1	1		2	2	2	5	3	4	7	4	33
Civil Rights - National Origin							1	1					2
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimin	1	1	1		1	2		2	2	1	4	3	18
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity	1						1	2		2	2		8
Civil Rights - Sexual Orientation - Not Transgender									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
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		1
DHS TRIP - Status									1				1
Expedited Passenger Screening Program			2	1	5	12	31	41	59	72	83	108	414
Expedited Passenger Screening Program - DoD									1	1			2
Expedited Passenger Screening Program - TSA Application Program							1	5	4	2	4	12	32
Expedited Passenger Screening Program - TSA PreCheck			2	1	5	11	26	37	53	69	78	96	378
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1		1		2
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Human Capital										1			1
Human Capital - Current Employee										1			1
Identification (ID) Requirements								1			1		2
Identification (ID) Requirements - Domestic								1			1		2
Locks	1		1		1		2	1	1			1	8
Locks - General												1	1
Locks - Missing or Damaged Lock	1		1		1		2	1	1				7
Lost and Found	3			1		1	1		1		1		8
Lost and Found - Airport/TSA	3			1		1	1		1		1		8
Mishandling of Passenger Property	10	10	7	8	6	1	5	5	1	5	5	1	64
Mishandling of Passenger Property - Dam	2	4		2				1		2			11
Mishandling of Passenger Property - Dam	6	4	7	5	5	1	5	3	1	2	5	1	45
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1	2		1	1			1		1			7
No Jurisdiction			2	2				1	1		2		8
No Jurisdiction - Refer to CBP			1	2				1	1		2		7
No Jurisdiction - Refer to Other			1										1
No Subject						1							1
No Subject - General						1							1
Patdown			2		1	2				4	2	5	16
Patdown - Flyer			1		1	2				4	2	5	15
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					4	2	1	2	2		2	14
Persons w/ Disabilities (PWD) - General						2	1					1	4
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Service A	1					1		1					3

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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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Prohibited & Permitted Items			1		1			1	2	4	2		11
Prohibited & Permitted Items - Alcohol and Tobacco										1	2		3
Prohibited & Permitted Items - Beauty & Grooming Items								1					1
Prohibited & Permitted Items - Food/Beverages					1								1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									2				2
Prohibited & Permitted Items - Liquids/Gels/Aerosols										2			2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items										1			1
Property - Special Handling	20	7	1	3	5	13	12	22	14	13	14	7	131
Property - Special Handling - Damaged Items	1	1			1		2		1	2	3		11
Property - Special Handling - Damaged Items	4	1		1	2	7	6	6	1		2	2	32
Property - Special Handling - Missing Items	3	1	1			2	1	2	2	5	3	4	24
Property - Special Handling - Missing Items	12	4		2	2	4	3	14	10	6	6	1	64
Screening	8	2	5		3	5	7	3	7	5	3	4	52
Screening - Crew Member or Airline Employee			1				1						2
Screening - Inconsistency	1				1		2	1	2				7
Screening - Lengthy Lines								1	2		1		4
Screening - Procedures/Process	7	2	3		2	5	4	1	3	4	2	4	37
Screening - Retrieving Abandoned/Confiscated Items			1							1			2
2022	168	217	238	166	184	471							1,444
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	1	1		1	1							5
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service	1	1	1		1								4
Civil Rights	3	3	2		1	3							12
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race						3							3
Civil Rights - Racial Profiling or Discrimination	1	3	1		1								6
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims				1									1
Claims - General				1									1
Customer Service	14	20	21	14	9	22							100
Customer Service - Others		1	1		1	1							4
Customer Service - TSO	14	19	20	14	8	21							96
Expedited Passenger Screening Program	125	162	163	124	150	421							1,145
Expedited Passenger Screening Program	3					1							4
Expedited Passenger Screening Program	7	26	10	6	10	10							69
Expedited Passenger Screening Program	114	135	153	118	140	410							1,070
Expedited Passenger Screening Program	1	1											2
Hazardous Materials Safety	1			1									2
Hazardous Materials Safety - General	1			1									2
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic		1	1										2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found		3		1			1						5
Lost and Found - Airport/TSA		3		1			1						5
Mishandling of Passenger Property	1		7	1	4	3							16
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--C	1		6	1	4	1							13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	2		4	2	2								10
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP	1		1										2
No Jurisdiction - Refer to FAA						1							1
No Jurisdiction - Refer to Other	1		3	2									6
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	1	6	5	3		1							16
Patdown - Flyer	1	5	5	3		1							15
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4							28
Persons w/ Disabilities (PWD) - Cancer (general) Not	1												1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1	1										2
Persons w/ Disabilities (PWD) - General	1		1		1	1							4
Persons w/ Disabilities (PWD) - Hearing I	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1	2		1								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1			1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Respirato	2					1							3
Persons w/ Disabilities (PWD) - Service Animals		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	9	4	13	9	4	6							45
Property - Special Handling - Damaged It	3	1	4	1		1							10
Property - Special Handling - Damaged It	1		2		1	1							5

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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
Property - Special Handling - Missing Item	2	2	4	2	2	2							14
Property - Special Handling - Missing Item	3	1	3	6	1	2							16
Screening	4	10	13	8	7	9							51
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	2									5
Screening - Lengthy Lines						1	2						3
Screening - Procedures/Process	3	9	11	6	6	5							40
Screening - Retrieving Abandoned/Confiscated Items							2						2
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Commun			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
ORF	22	38	54	35	42	56	14	26	33	31	32	31	414
2019				8	4	14	6	13	18	14	11	16	104
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				1			1		1	1		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination				1			1			1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												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 - Damaged/Missing Items--Checked Baggage					2	2		1	2	3	3	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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 Spectrum									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
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) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	1	6	3	6	2	4	1	2	27
Property - Special Handling - Damaged Items - Carry-On						1		1					2
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				2	1	3	2	4		1	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 Transgender				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 - Damaged/Missing Items--Unspecified Luggage	1	3	1	3	4	1		1	1				15
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Patdown	1	2	2			1							6
Patdown - Flyer	1	2	2			1							6
Persons w/ Disabilities (PWD)		1	2	1	1	1							6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	1	5	2	1	1		1	4	3			19
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked	1								1				2
Property - Special Handling - Missing Items - Carry-On			2	1	1	1			1				6
Property - Special Handling - Missing Items - Checked		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		1		3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination					1						1		2
Claims				1									1
Claims - General				1									1
Customer Service			1		2		3	2	2	3	3	2	18
Customer Service - TCC			1										1
Customer Service - TSO					2		3	2	2	3	3	2	17
Expedited Passenger Screening Program						1	1	3	5	5	9	9	33
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1	1	3	4	5	8	9	31
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property	1	1	2	3	1	1		1		2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										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
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	1	2	1	1	1				1			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2				1					3
Patdown							1					1	2
Patdown - Flyer							1					1	2
Persons w/ Disabilities (PWD)			1			2		1			1		5
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								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
Property - Special Handling	2	1			1	3	2	2	1	2	1	1	16
Property - Special Handling - Damaged Items - Carry-On								1		1	1	1	4
Property - Special Handling - Damaged Items - Checked	1	1			1	1	1		1				6
Property - Special Handling - Missing Items - Checked	1					2	1	1		1			6
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening		2		1	1	2		1		1	2	1	11
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process		2		1		2				1	1		7
2022	12	23	35	12	22	28							132
Civil Rights				1		1							2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	1	1	5	4	1	3							15
Customer Service - TSO	1	1	5	4	1	3							15
Expedited Passenger Screening Program	9	19	21	6	17	19							91
Expedited Passenger Screening Program - DoD			1	2		1	2						6
Expedited Passenger Screening Program - TSA Appl		5	1	1	1								8
Expedited Passenger Screening Program - TSA/DHS	9	12	18	5	15	17							76
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic				2									2
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1		1							2
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) - Wheelchair/ Scooter/			1										1
Property - Special Handling				1	1	1	2						5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1		1	1							3
Screening	1	2	4		2	3							12
Screening - Inconsistency						1							1
Screening - Lengthy Lines				2									2
Screening - Opposite Gender			1										1
Screening - Procedures/Process	1	2	1		2	2							8

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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
ORH	2	1	1	1	3	2	1	1	1	2	2	1	18
2019				1	2		1	1	1	2	1	1	10
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property					1				1	2	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	2	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling				1	1			1					3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1			1					2
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2022	2	1	1		1	2							7
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	1							4
Expedited Passenger Screening Program	1	1			1	1							4
Screening													1
Screening - Procedures/Process							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
OTH													
2019		1	1	3	2		1		3	3	1	2	17
Mishandling of Passenger Property					1					1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2020			1	2	1				1	1			6
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling			1	1									3
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked										1			1
2021				1			1		2	1		2	7
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program												2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling							1		1	1			3
Property - Special Handling - Damaged Items - Checked							1		1	1			2
Property - Special Handling - Missing Items - Checked									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
OTZ	1		1			1			1			1	5
2019									1			1	2
Civil Rights									1				1
Civil Rights - Age									1				1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2021	1												1
Screening	1												1
Screening - Lengthy Lines	1												1
2022						1							2
Expedited Passenger Screening Program						1							2
Expedited Passenger Screening Program - TSA PreCheck						1							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
OWB		1		2				1	1				5
2019				1				1	1				3
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening									1				1
Screening - Procedures/Process									1				1
2020			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2021					1								1
Customer Service					1								1
Customer Service - TSO					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
PAE	3	3	8	4	4	3	3	1	5	6	10	3	53
2019							3	1	5	5	9	3	26
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service								1	1		3	1	6
Customer Service - Others											1		1
Customer Service - TSO								1	1			2	5
Mishandling of Passenger Property										1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			2
Patdown							1		1	1			4
Patdown - Flyer							1		1	1			4
Persons w/ Disabilities (PWD)									1	1	2		4
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) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling									2				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening							2			2	3		7
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process							1			2	3		6
2020	1	3	4	3	3								14
Civil Rights		1		1									2
Civil Rights - Age		1		1									2
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Missii		1	1										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling	1		2	1									4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Item	1		2										3
Screening		1	1	1									3
Screening - Procedures/Process		1	1	1									3
2021	1					2				1	1		5
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2022	1		4	1	1	1							8
Expedited Passenger Screening Program	1		2	1	1	1							6
Expedited Passenger Screening Program	1		2	1	1	1							6
Patdown			2										2
Patdown - Flyer			2										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			1		6
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 Cancer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2022		1				1							2
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC			1										1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								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 Items - Checked				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 Application Program							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											2		2
Screening										1			1
Screening - Procedures/Process										1			1
2022		1											1
Screening		1											1
Screening - Procedures/Process		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
PBI	49	78	113	85	114	148	57	51	51	46	36	42	870
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								1					1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						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										1			1
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 - Damaged/Missing Items--Carry-on Lug				1						2		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	7	3	4	4	7	2	1		32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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 Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment												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) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1	1					4
Property - Special Handling				6	4	6	6	8	3	6	6	4	49
Property - Special Handling - Damaged Items - Carry-On						1	1			1	2		5
Property - Special Handling - Damaged Items - Checked				2		1			2	2		2	9
Property - Special Handling - Missing Items - Carry-On				1	2			2	1	1		1	8
Property - Special Handling - Missing Items - Checked				3	2	4	5	6		2	4	1	27
Screening					5	2	1	6	2	4	4		24
Screening - Crew Member or Airline Employee						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					1								1
2020	13	20	31	28	33	18	1	4	7	7	2	8	172
Civil Rights					2	1			1				4
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	1	3	6	5	8	4		3	1			1	32
Customer Service - Others			1					1					2
Customer Service - TSO	1	3	5	5	8	4		2	1			1	30
Locks	1	1		1	1	1				1		1	7
Locks - Missing or Damaged Lock	1	1		1	1	1				1		1	7
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4	5	10	9	9	8			1	1		2	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	4	10	9	8	7			1	1		2	45
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1		1	1	1							4
Patdown	2			1		1						1	5
Patdown - Flyer	1			1		1						1	4
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	3	1	3	4								12
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2								3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		2			1								3
Property - Special Handling	4	5	11	6	6	1	1		3	3	1	2	43
Property - Special Handling - Damaged Items - Carry-On			2	2									4
Property - Special Handling - Damaged Items - Checked	2	3	2	2	2				1	1		2	15
Property - Special Handling - Missing Items - Carry-On	2	1	2	2	2		1			1			7
Property - Special Handling - Missing Items - Checked	2	6	2	2	2	1			2	1	1		17
Screening		3	3	3	2	2		1	1	2	1	1	19
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process		3	2	2	2	1		1	1	2	1		15
Screening - Security Breach			1	1								1	3
2021	6	8	7	10	12	10	34	24	27	13	19	27	197
Civil Rights				1		2	2	1					6
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination				1		1	1	1					4
Claims			1										1
Claims - General			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
Customer Service	1	1	2	7	2	3	7	6	6	2	1	3	41
Customer Service - Others							1						1
Customer Service - TSO	1	1	2	7	2	3	6	6	6	2	1	3	40
Expedited Passenger Screening Program			1		3	4	17	9	12	9	16	18	89
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program					1			1	1			1	4
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	16	8	11	9	15	17	83
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks	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					1	1				5
Mishandling of Passenger Property - Damaged/Missi		2	1					1	1				5
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
No Subject			1										1
No Subject - General			1										1
Patdown	1						1	1	2				5
Patdown - Flyer	1						1		2				4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1				1		3	1				2	8
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	1	4		1	1	1	1	4	3	2	1	2	21
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Damaged Items - Check		2			1			1		1	1		6
Property - Special Handling - Missing Items - Carry-On									1	1			2
Property - Special Handling - Missing Items	1	2		1		1		2	2			2	11
Screening	1	1		1	4		2		3		1	2	15
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	1		1	3		2		3		1	2	14
2022	30	50	75	31	48	94							328
Civil Rights				1	1	1							3
Civil Rights - Age					1	1							2
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	5	8	7	5	3	6							34
Customer Service - CSM		1											1
Customer Service - TSO	5	7	7	5	3	6							33
Expedited Passenger Screening Program	22	39	58	20	36	75							250
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Appl		1	7	1	1	1							11
Expedited Passenger Screening Program	22	38	51	19	35	72							237
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction		1					1						2
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to Other		1											1
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)		1	3	1		1							6
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	3		4	3	4	4							18
Property - Special Handling - Damaged It	1		1		2	2							6
Property - Special Handling - Damaged It	1		2	1	1								5
Property - Special Handling - Missing Items	1			1		1							3
Property - Special Handling - Missing Items - Checked			1	1	1	1							4
Screening		1		1	3	5							10
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency						3							3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1			2	2							5

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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
PDX	104	108	119	131	96	151	57	69	102	116	100	115	1,268
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 Discrimination				1	1					1	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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 - Damaged/Missing Items--Carry-on Luggage					1				1			4	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	5	4	2	8	10	11	9	6	60
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1			1		4	1	2	3	12
Patdown					2		1	3	4	1	1		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 Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			2	2		3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1			1	1		1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1				2
Property - Special Handling				10	3	15	9	8	10	6	5	10	76
Property - Special Handling - Damaged Items - Carry-On				1	2	2			2	2	1		10
Property - Special Handling - Damaged Items - Checked				1		3	1	1	1		1	1	9
Property - Special Handling - Missing Items - Carry-On				3		2	4	4	3			1	17
Property - Special Handling - Missing Items - Checked				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 - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach						2						1	3
2020	31	31	36	32	22	23	3	4	10	26	11	27	256
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights	1	4	2	1	1				3		1	1	14
Civil Rights - Age			1										1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination		2							2			1	5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1				1				3
Civil Rights - Transgender Screening	1	1	1	1									4
Customer Service	6	8	7	4		4	1				5	2	37
Customer Service - Others		1									2		3
Customer Service - TSO	6	7	7	4		4	1				3	2	34
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks				1	1							1	3
Locks - Missing or Damaged Lock				1	1							1	3
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property	8	4	12	9	8	11	1	1	1	5	3	9	72
Mishandling of Passenger Property - Damaged/Missin			1	2		1				2	1	1	9
Mishandling of Passenger Property - Dam	6	2	8	6	7	7	1	1	1	2	1	5	47
Mishandling of Passenger Property - Disa	2	1	3	1	1	3				1	1	3	16
Patdown				1	2	1	1			3			8
Patdown - Flyer				1	2	1	1			3			8
Persons w/ Disabilities (PWD)	2	2	2	4	5	1							16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes													2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary					3								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/C	1			1									2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1		1								3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling	9	7	7	5	2	4		2	3	13		7	59
Property - Special Handling - Damaged Items - Carry			1	1						3			5
Property - Special Handling - Damaged It	5	1		1		1		2	1	3		5	19

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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
Property - Special Handling - Missing Item	2	2	1		1					2			8
Property - Special Handling - Missing Item	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/Confiscated 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 Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Civil Rights			2			2	1	1	2	1		3	12
Civil Rights - Racial Profiling or Discrimination						2	1			1		2	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						2				3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening												1	2
Claims								1					1
Claims - General								1					1
Customer Service	2	3	1	3	5	4	3	4	7	7	6	6	51
Customer Service - TSO	2	3	1	3	5	4	3	4	7	7	6	6	51
Expedited Passenger Screening Program			1	1	2	2	10	14	15	22	33	35	135
Expedited Passenger Screening Program - DoD								2					2
Expedited Passenger Screening Program - TSA Application Program							1	3	1		2	3	10
Expedited Passenger Screening Program - TSA PreCheck			1	1	2	2	8	9	14	22	31	32	122
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements							1			1	2		4
Identification (ID) Requirements - Domestic										1	2		3
Identification (ID) Requirements - Real ID							1						1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Lost and Found	1								1	1			3
Lost and Found - Airport/TSA	1								1	1			3
Mishandling of Passenger Property	3	3		1	1		3	3	2	3	1	1	21
Mishandling of Passenger Property - Damaged	1				1		1	1				1	5
Mishandling of Passenger Property - Damaged	2	3		1			2	2	2	2	1		15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1		1				3		2	1	4		12
Patdown - Children										1			1
Patdown - Flyer	1						3		2		4		10
Patdown - General			1										1
Persons w/ Disabilities (PWD)	3	5		1					4	1	2		16
Persons w/ Disabilities (PWD) - Diabetes	1										2		3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					2				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Visual Impairment		3											3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items			1		1								2
Prohibited & Permitted Items - Food/Beverages			1		1								2
Property - Special Handling	2	1	1	1	1	1	2		10	3	2	3	26
Property - Special Handling - Damaged Items - Carry-On									3	1		1	5
Property - Special Handling - Damaged Items	1						2		1	1	1		6
Property - Special Handling - Missing Items - Carry-On									2	1		2	5
Property - Special Handling - Missing Items	1	1	1		1	1			4		1		10
Request for Assistance										1			1
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1			1
Screening	4	2		4		2	3	3	2	4	4	1	29
Screening - Inconsistency						1		2					3
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process	3	2		4		1	2	1	1	4	3		21
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1
TWIC			1	1									2
TWIC - General			1	1									2
2022	57	63	75	57	42	79							373
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	4	1	6	2	2								15
Civil Rights - Headwear			2										2
Civil Rights - Racial Profiling or Discrimination	4	1	2	1	1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Civil Rights - Transgender Screening			2	1									3
Claims				2									2
Claims - General				2									2
Customer Service	7	8	9	7	5	8							44
Customer Service - TCC						1							1
Customer Service - TSO	7	8	9	7	5	7							43
Expedited Passenger Screening Program	35	42	44	34	32	63							250
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	8	5	3	2								19
Expedited Passenger Screening Program	34	34	39	31	30	62							230
Human Capital	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
Human Capital - Current Employee	1												1
Mishandling of Passenger Property			1	2									3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2									3
No Jurisdiction				2		1							3
No Jurisdiction - Refer to Other				2		1							3
Patdown	2	2			1	1							6
Patdown - Flyer	2	2				1							5
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3	6	2	1	1							15
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M:			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									2
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	3	4	3	2	1	2							15
Property - Special Handling - Damaged Items - Carry		1	2	2									5
Property - Special Handling - Damaged It	2					1							3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Item	1	3	1										6
Screening	3	3	5	4		2							17
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	3	2	3	4		1							13

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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
PGA					1	1		1					3
2019						1		1					2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - 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 PreCheck					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
PGD	11	10	13	10	19	34	7	6	7	9	9	7	142
2019				2	5	10	5	2	1	5	4	7	34
Civil Rights					1					1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1			2
Customer Service						2	1		1		1		5
Customer Service - TSO						2	1		1		1		5
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property					1	1	1						3
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)				1	1	2					3		7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling						1	3	1					5
Property - Special Handling - Damaged Items - Carry-On							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							2						2
Screening				1	1	1		1		4			8
Screening - Procedures/Process					1	1		1		4			7
Screening - Retrieving Abandoned/Confiscated Items				1									1
2020	2	2	4		4	7	1	1	2	1	2	1	27
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missii			1			1							2
Patdown					3							1	5
Patdown - Children					1								1
Patdown - Flyer					2							1	3
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)					2	1					1		4
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
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) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	1	1								1	1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Item	1									1			2
Screening	1		1			5	1	1	2				11
Screening - Inconsistency			1										1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					4	1	1	2				9
2021	2	1	3	1	2	4	1	3	4	3	3	6	33
Civil Rights					1							1	2
Civil Rights - Constitutional Rights					1								2
Customer Service		1	1	1		1							4
Customer Service - CSM			1										1
Customer Service - TSO		1		1		1							3
Expedited Passenger Screening Program								1	1	3	1	4	10
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1	1	3	1	3	9
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown						1		1	1				3
Patdown - Flyer						1			1				2
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Screening	1		1		1		1	1	1		1	1	8
Screening - Inconsistency			1									1	2
Screening - Procedures/Process	1					1		1	1		1		6
2022	7	7	6	7	8	13							48
Civil Rights	1				2								3
Civil Rights - Racial Profiling or Discrimination	1				2								3
Customer Service				2									2
Customer Service - TSO				2									2
Expedited Passenger Screening Program	4	5	5	3	6	11							34
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	2	5	5	3	6	10							31
Persons w/ Disabilities (PWD)	1	1											2

TSA Contact 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
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Persons w/ Disabilities (PWD) - Medically		1											1
Property - Special Handling				1	1		2						4
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Carry-On							2						2
Screening		1	1		1								3
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process		1	1										2

TSA Contact 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
PGV	4	3	4	2		2	2		2		3	5	27
2019				1		1	1				1	1	5
Customer Service											1		1
Customer Service - TSO											1		1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling				1		1	1						3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked				1			1						2
2020	3	1	3								2	1	10
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2		1									1	4
Mishandling of Passenger Property - Dam	2		1									1	4
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1	1									2
Screening - Procedures/Process		1	1										2
2021							1		2			3	6
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling									1			2	3
Property - Special Handling - Missing Items - Checked									1			2	3
2022	1	2	1	1		1							6
Expedited Passenger Screening Program		2					1						3
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		1					1						2
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact 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
PHF	6	3	6	4	4	2	2		2	1	2	1	33
2019					1	1	1				1	1	5
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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked									1				1
2020	4	1	4	1	2				1				13
Civil Rights	1		1										2
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1		2		1								4
Customer Service - TSO	1		2		1								4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Touch Aviators	1												1
Property - Special Handling				1	1				1				3
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Checked				1									1
2021	1			1			1		1	1	1		6
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1			1			1						3
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
2022	1	2	2	2	1	1							9
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	2		2	1	1							7
Expedited Passenger Screening Program - TSA PreCheck	1	2		2	1	1							7
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1

TSA Contact 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
PHL	233	222	238	232	241	305	105	137	159	188	205	170	2,435
2019				57	45	43	46	69	68	99	93	60	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 Discrimination				1	2		2	1		1	1	1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				5	1		1		1			1	9
Civil Rights - Sexual Orientation - Not Transgender							1			1			2
Civil Rights - Transgender Screening								1				1	2
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	2	4	1	2	4	4	3	24
Locks - Missing or Damaged Lock				2	2	2	4	1	2	4	4	3	24
Lost and Found				1	2	3	1					2	9
Lost and Found - Airport/TSA				1	2	3	1					2	9
Mishandling of Passenger Property				19	8	9	9	15	10	22	25	8	125
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5		1		3	1	2	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				12	6	7	7	9	8	17	22	7	95
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1				1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2	1	2	2	1	3	1		13
Notice of Violation/Civil Penalties										1		1	2
Notice of Violation/Civil Penalties - General										1		1	2
Patdown				3	4		2	7	2	5	3	5	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 Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1			1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1					1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2			3	1			7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1			1			2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	3		1	1		7
Property - Special Handling				13	13	11	8	17	11	28	21	14	136
Property - Special Handling - Damaged Items - Carry-On				2	1	2	1	2	3	1	1		13
Property - Special Handling - Damaged Items - Checked				1	4	1	1	6	3	7	6	2	31
Property - Special Handling - Missing Items - Carry-On				5	5	2	1	2	2	7	7	3	34
Property - Special Handling - Missing Items - Checked				5	3	6	5	7	3	13	7	9	58
Request for Assistance													1
Request for Assistance - Other													1
Screening				1	2	3	7	10	12	7	14	6	62
Screening - Crew Member or Airline Employee											1		1
Screening - International Screening												1	1
Screening - Lengthy Lines								3			4	1	8
Screening - Procedures/Process				1	1	2	7	7	11	5	9	4	47
Screening - Retrieving Abandoned/Confiscated 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	2	5	1							4	17
Civil Rights - Constitutional Rights				1								1	2
Civil Rights - Headwear				1									1
Civil Rights - Racial Profiling or Discrimination	2	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
Customer Service - TSO	16	12	16	14	8	7	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	2		1	2			1	1		2	12
Mishandling of Passenger Property	27	12	12	8	2	9				5	2	1	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	4	1			2				1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	20	5	10	8	1	7				4	2	1	58
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	6	3	1		1								11
Patdown	3	2	4	2	2	2			1		1		17
Patdown - Flyer	3	2	4	2	2	2			1				16
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	6	5	6	4	4	2				1		2	30
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1	1			1						1	5
Persons w/ Disabilities (PWD) - Cognitive	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
Persons w/ Disabilities (PWD) - Diabetes				1						1			2
Persons w/ Disabilities (PWD) - General	1	1				1							3
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	1							1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			2			1							3
Persons w/ Disabilities (PWD) - Wheelcha	2		1										3
Property - Special Handling	17	17	20	20	14	10	2	3	6	6	11	15	141
Property - Special Handling - Damaged It	4	2	3	2	2	1			2		3	2	21
Property - Special Handling - Damaged It	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	3	33
Property - Special Handling - Missing Item	7	6	5	8	7	4	1	2	2	5	5	4	56
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	7	8	10	3	3	1	1	3	1		5	6	48
Screening - Crew Member or Airline Employee		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/Confiscated Items			1				1						2
Screening - Security Breach		1	1	2							1		5
2021	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 Discrimination						2	1		3		2		8
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity	1							1		1			3
Civil Rights - Transgender Screening		1											1
Claims						1				1			2
Claims - General						1							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
Expedited Passenger Screening Program - TSA Application Program						2	2	1	2		3	5	15
Expedited Passenger Screening Program - TSA PreCheck			1	1	4	9	14	25	37	36	46	51	224
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Identification (ID) Requirements		2					1						3
Identification (ID) Requirements - Domestic		2					1						3
Locks	1	1	3				1	1	1				8
Locks - Missing or Damaged Lock	1	1	3				1	1	1				8
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	2	3	1	4	3	1	3	2	2	1	32
Mishandling of Passenger Property - Dam	1		1				2		1				5
Mishandling of Passenger Property - Dam	5	4	1	2	1	2	2	1	2	2			22
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2	1	4
No Jurisdiction				1					1				2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other									1				1
No Subject			1										1
No Subject - General			1										1
Patdown	3						1	2	2	2	2		12
Patdown - Flyer	3							2	1	2	2		10
Patdown - Flyer as Observer							1		1				2
Persons w/ Disabilities (PWD)	4	3					4	3	4	3		2	23
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General	1	1					1						3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1				2
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1					2
Persons w/ Disabilities (PWD) - Wheelcha	2	1							2	1			6
Prohibited & Permitted Items							1	2					3
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Prohibited & Permitted Items - Remains								1					1
Property - Special Handling	10	7	3	2	2	6	10	13	6	7	17	2	85
Property - Special Handling - Damaged It	1	1			1	1	1	2		2	4		13

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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
Property - Special Handling - Damaged Items	4	1	1	1	1	3	4	4	2		6		27
Property - Special Handling - Missing Items	1	2	1			1	2	2	3	3	3	1	19
Property - Special Handling - Missing Items - Checked Back	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					9
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process	4	3	1	1	3	6			5	4	4	3	34
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach		1											1
2022	114	128	140	103	145	183							813
Civil Rights	2	1	1		4								8
Civil Rights - Racial Profiling or Discrimination	2	1			3								6
Civil Rights - Transgender Screening			1		1								2
Customer Service	19	12	6	6	12	9							64
Customer Service - TSO	19	12	6	6	12	9							64
Expedited Passenger Screening Program	77	95	124	85	118	154							653
Expedited Passenger Screening Program - Active Duty Military				2									2
Expedited Passenger Screening Program - DoD		1	1		1	1							4
Expedited Passenger Screening Program - Other	6	12	12	4	6	3							43
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	82	111	79	111	148							602
Locks													1
Locks - Missing or Damaged Lock													1
Lost and Found					1	1							2
Lost and Found - Airport/TSA					1	1							2
Mishandling of Passenger Property		2	1	1									4
Mishandling of Passenger Property - Damaged/Missing Items		2	1										3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	3	2	1		2	2							10
Patdown - Flyer	3	1	1		2	2							9
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3							10
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1										2
Persons w/ Disabilities (PWD) - Internal Mobility	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1					2							3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Wheelchairs	1					1							2
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic	1												1
Prohibited & Permitted Items - Firearm/Arms	1	1											2
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	5	6	2	4	5	4							26
Property - Special Handling - Damaged Items	1	2	1	1		1							6
Property - Special Handling - Damaged Items - Checked Back	3			1	2								6
Property - Special Handling - Missing Items	1	3	1		1	1							7
Property - Special Handling - Missing Items - Checked Back	1	1		2	2	2							7
Screening	2	8	4	4	3	9							30
Screening - Inconsistency	1	1	2										4
Screening - Procedures/Process	1	7	2	4	3	8							25
Screening - Retrieving Abandoned/Confiscated Items							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
PHX	286	300	310	366	404	506	206	232	245	218	219	245	3,537
2019				83	80	122	123	121	104	92	84	95	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 Discrimination				2	1	1	3	1	2	1	2	3	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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						1		1			1	1	4
Customer Service - TSO				14	13	22	24	22	25	15	14	22	171
Locks				1	5	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	2	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 - Damaged/Missing Items--Carry-on Lug				1	2		1	1	1	1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	11	24	19	19	23	15	14	13	158
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					6	5	6	2	2	4	2	5	32
Patdown					1	7	6	2	1	1	5	4	27
Patdown - Flyer					1	6	6	2	1		4	3	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 Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1	1		1		2	1			6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General				1				1		1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2		1	2	2	2	2	1	12
Persons w/ Disabilities (PWD) - Metal Implants (Joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2	1	2	1		1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				2									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1			1			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		1						2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 Items - Carry-On				3	1	1	4	2		2	1	5	19
Property - Special Handling - Damaged Items - Checked				2	5	4	2	2	5	1	6	4	31
Property - Special Handling - Missing Items - Carry-On				4	4	11	7	8	7	4	1	6	52
Property - Special Handling - Missing Items - Checked				9	4	8	14	20	11	11	6	5	88
Request for Assistance						1		2	1	1			5
Request for Assistance - Other								2	1	1			4
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				16	13	17	16	22	14	16	16	16	146
Screening - Crew Member or Airline Employee				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/Confiscated 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	41	766
Civil Rights	3	5	8	3	1	5		1	1	1	2	2	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 Discrimination			3	3	1	3		1			1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2	1	1	1								6
Civil Rights - Sexual Orientation - Not Transgender			1			1							2
Customer Service	17	17	28	20	21	17	4	4	8	6	6	11	159
Customer Service - Others		1	1	1	2				1				6
Customer Service - TSO	17	16	27	19	19	17	4	4	7	6	6	11	153
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						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	2	4	4	1				1	2		22
Lost and Found - Airport/TSA	5	3	2	4	4	1				1	2		22
Mishandling of Passenger Property	22	23	29	25	23	18	2	1	7	7	2	6	165
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	4	5	2	2	1			1			1	19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	12	14	23	17	19	14	1	1	6	7	2	4	120
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	7	5	1	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

TSA Contact 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
Patdown - Flyer as Observer				1							1		2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	7	7	4	10	7	9		1		1	3	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1									2
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general)	1	1									1		3
Persons w/ Disabilities (PWD) - Cognitive/Developmental		1		1		1						1	4
Persons w/ Disabilities (PWD) - Diabetes	1	1		2									4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	1					4						1	6
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1		1							2
Persons w/ Disabilities (PWD) - Medically Necessary	1	2	1		1	1							6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2								1	3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1					1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1		1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1			1			1		3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1	1	2	1	4							1	10
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling	17	25	15	21	27	13	2	7	6	19	11	10	173
Property - Special Handling - Damaged Items	4		2	3	2	3				3		2	19
Property - Special Handling - Damaged Items - Missing	3	5	2	3	6	4		4	3	3	6	2	41
Property - Special Handling - Missing Items	3	4	4	6	9	2			2	4	1	2	37
Property - Special Handling - Missing Items - Damaged	7	16	7	9	10	4	2	3	1	9	4	4	76
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	17	10	10	13	17	6	5	6	4	6	4	5	103
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2		1	1		1							5
Screening - Procedures/Process	11	10	6	11	15	5	5	6	3	6	4	4	86
Screening - Retrieving Abandoned/Confiscated	2		1	1	2								6
Screening - Security Breach	1		2									1	4
2021	46	31	28	26	53	64	69	88	113	82	101	109	810
Additional Information Required/Insufficient Information					1				1				2
Additional Information Required/Insufficient Information - EMAIL ONLY					1				1				2
Airline							1	2					3
Airline - Policy/Regulations/Service							1	2					3
Civil Rights	3	2	2	1	6	1	3	5	6	2	4	2	37
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)							1		1				2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin									1			1	2
Civil Rights - Racial Profiling or Discrimination	3	2	1		5	1	1	4	3	1	4	1	26
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		1						3
Civil Rights - Transgender Screening			1										1
Claims			1	1					1			1	4
Claims - General			1	1					1				3
Claims - Status												1	1
Customer Service	15	6	13	14	16	15	12	12	20	14	13	19	169
Customer Service - CSM			1	1									2
Customer Service - Others			1						1				2
Customer Service - TCC						1							1
Customer Service - TSO	15	6	11	13	16	14	12	12	19	14	13	19	164
Expedited Passenger Screening Program			2		6	16	15	30	35	31	42	63	240
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program							1	3	2		4	4	14
Expedited Passenger Screening Program - TSA PreCheck			2		6	16	14	27	33	29	38	59	224
Hazardous Materials Safety					2							1	3
Hazardous Materials Safety - General					2							1	3
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	1	2	1	1	1	1	2				2	1	12
Locks - Missing or Damaged Lock	1	2	1	1	1	1	2				2	1	12
Lost and Found	2	1		1	2					1	1	1	9
Lost and Found - Airport/TSA	2	1		1	2					1	1	1	9
Mishandling of Passenger Property	1	4	4	3	4	3	2	8	6	7	6		48
Mishandling of Passenger Property - Damaged	1		2	1	1	1	1	1	1	1	3		13
Mishandling of Passenger Property - Damaged/Missing		4	2	1		2	1	6	4	5	1		26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3			1	1	1	2		9
No Jurisdiction						2	1				1	1	5
No Jurisdiction - Refer to Other						2	1				1	1	5
No Subject						1				1			2
No Subject - General						1				1			2
Patdown		1	1	1		2	4	2	5	1	4	2	23
Patdown - Children										1			1
Patdown - Flyer		1	1	1		1	4	2	4		3	1	18
Patdown - Flyer as Observer									1		1	1	3
Patdown - General						1							1
Persons w/ Disabilities (PWD)	3	1				3	12	4	4	5	6	2	40
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							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
Persons w/ Disabilities (PWD) - Diabetes						1	1				1	1	4
Persons w/ Disabilities (PWD) - Diapers/C	1						1						2
Persons w/ Disabilities (PWD) - General							3	1			2		6
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		2			1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1			1		1	1	4
Persons w/ Disabilities (PWD) - Respiratory and Inha			1										1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Visual Impairment										2			2
Persons w/ Disabilities (PWD) - Wheelcha	1						4	1		1			7
Persons w/ Disabilities (PWD) - Wounded Warrior										1	1		2
Prohibited & Permitted Items						2		1		3	1	1	9
Prohibited & Permitted Items - Alcohol and Tobacco						1					1		2
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Prohibited & Permitted Items - Firearm/Ammunition												1	1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Prohibited & Permitted Items - Sporting Goods						1							1
Property - Special Handling	15	9	2	2	4	4	8	12	19	11	17	9	112
Property - Special Handling - Damaged It	1		1				3	1	4	1	4	3	18
Property - Special Handling - Damaged It	3	5	1		3		2	3	7	5	6	1	36
Property - Special Handling - Missing Item	7	1			1	3	1	3	4	1	3	3	27
Property - Special Handling - Missing Item	4	3		2		1	2	5	4	4	4	2	31
Screening	6	5	2	2	9	16	8	13	13	7	4	5	90
Screening - Children											1		1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			3	3	1	2	4	2			16
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	6	4	2	1	6	13	6	11	9	5	2	5	70
Screening - Retrieving Abandoned/Confiscated Items							1						1
Transfer to Security Specialist										1			1
Transfer to Security Specialist - Reportable Communication										1			1
2022	146	171	174	158	162	246							1,057
Additional Information Required/Insufficient Inf	1					1							2
Additional Information Required/Insuffici	1					1							2
Airline	1		1	1	1								4
Airline - Policy/Regulations/Service	1		1	1	1								4
Civil Rights	4	6	1	2	2	1							16
Civil Rights - Age				1		1							2
Civil Rights - Headwear		1											1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimin	3	5		1	1								10
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30							145
Customer Service - Others	1												1
Customer Service - TCC				2									2
Customer Service - TSO	28	21	35	15	13	30							142
Expedited Passenger Screening Program	86	112	103	102	116	168							687
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1			1	1							3
Expedited Passenger Screening Program	4	16	14	3	6	6							49
Expedited Passenger Screening Program	82	95	88	99	109	161							634
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domest	1			1		1							3
Locks	1		1	1	1	1							5
Locks - Missing or Damaged Lock	1		1	1	1	1							5
Lost and Found		2		3	1	2							8
Lost and Found - Airport/TSA		2		3	1	2							8
Mishandling of Passenger Property		2	4	1	1	2							10
Mishandling of Passenger Property - Damaged/Missii		1	1										2
Mishandling of Passenger Property - Damaged/Missii		1	3	1	1	2							8
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other							1						1
No Subject		1											1
No Subject - General		1											1
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - Gener	1												1
Patdown		3	1	1	1	3							9
Patdown - Flyer		2	1	1	1	3							8
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	8	7	1	4	7							32
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1							2
Persons w/ Disabilities (PWD) - Diabetes					2								2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	3	2	1	1									7
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							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
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesi	1		1	1		1							5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Persons w/ Disabilities (PWD) - Visual Impairment													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			2	1									5
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol an	1												1
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	9	7	12	11	9	19							67
Property - Special Handling - Damaged It	2	1	3	4	1	4							15
Property - Special Handling - Damaged It	1	2	4			2	4						13
Property - Special Handling - Missing Item	3	3	4	7	3	5							25
Property - Special Handling - Missing Item	3	1	1		3	6							14
Screening	6	8	8	16	12	11							61
Screening - Inconsistency		1		1	2	1							5
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	6	7	6	14	10	8							51
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach				1	1								2
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication				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
PIA	4	3	5	8	6	5	4	2	3	4	3	1	48
2019				2	1	3	2	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 - Damaged/Missing Items--Checked Baggage						1	1		1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Patdown										1			1
Patdown - Flyer as Observer										1			1
Property - Special Handling				1		1				1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked				1		1							2
Screening				1									1
Screening - Procedures/Process				1									1
2020	1	2	3	1	1				2	1	1		12
Customer Service		1										1	2
Customer Service - TSO		1										1	2
Mishandling of Passenger Property			2	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		1	1						2	1			5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Check		1							2	1			4
Screening		1											1
Screening - Procedures/Process		1											1
2021	1		1				2	1		2	1		8
Expedited Passenger Screening Program									1	2			3
Expedited Passenger Screening Program - TSA PreCheck									1	2			3
Property - Special Handling			1				1				1		3
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Checked													1
Screening		1											2
Screening - Procedures/Process		1							1				2
2022	2	1	1	5	4	2							15
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3	2							12
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	1		4	3	2							11
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
PIB	1	3	1	1	3		1	3	1	4	1	2	21
2019					1			2	1	2		2	8
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1				1
Patdown - Children									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2020			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2021		1					1	1		2	1		6
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missii		1											1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2022	1	2		1	2								6
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	1	2			1								4
Expedited Passenger Screening Program	1	2			1								4
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				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
PIE	16	11	10	14	26	27	7	11	19	8	15	9	173
2019				5	11	10	5	7	8	3	4	4	57
Civil Rights					1	1	1	1		1			5
Civil Rights - Racial Profiling or Discrimination					1	1				1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service					3	5	1	2			1	1	13
Customer Service - Others						1							1
Customer Service - TSO					3	4	1	2			1	1	12
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property				1	2	1			2	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1			1	1	1	1	8
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)					2							1	3
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Property - Special Handling				2		1		4	2	1	2		12
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1		1	1		3
Property - Special Handling - Missing Items - Checked				2				2	1		1		6
Screening				2	2	2	3		3				12
Screening - Children									1				1
Screening - Procedures/Process				2	2	2	3		2				11
2020	8	2	4	1	5	7		2	5		5	1	40
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	2		1	1	2	3		1			2		12
Customer Service - Others	1												1
Customer Service - TSO	1		1	1	2	3		1			2		11
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property						2			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--C				1					1		1		3
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked						2							2
Patdown	1		1		1	1			1				5
Patdown - Flyer	1		1		1	1			1				5
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	1						1	2		1		6
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Items	1							1					2
Screening	2	1			1	1			1		1	1	8
Screening - Procedures/Process	2	1			1	1			1		1	1	8
2021	2	2		1	2	2	2	2	6	5	6	4	34
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				1	1		2	1	6	1	2		14
Customer Service - TSO				1	1		2	1	6	1	2		14
Expedited Passenger Screening Program					1					2	2	3	8
Expedited Passenger Screening Program - TSA PreCheck					1					2	2	3	8
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown										2			2
Patdown - Children										1			1
Patdown - General										1			1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inha													1
Property - Special Handling	1	1									1	1	4
Property - Special Handling - Missing Items - Carry-C			1									1	2
Property - Special Handling - Missing Items	1										1		2
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2022	6	7	6	7	8	8							42
Customer Service	2	1	1	1	1								6
Customer Service - TSO	2	1	1	1	1								6
Expedited Passenger Screening Program	2	5	3	3	3	8							24
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	5	3	2	3	8							23
Patdown	1												1
Patdown - Flyer as Observer	1												1
Property - Special Handling				2	1								3
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1	2	1	3								8
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	1	2	1	1								6
Screening - Retrieving Abandoned/Confiscated Items					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
PIH		2			1	3	1		1		1	1	10
2019						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 - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2020		1											1
Patdown		1											1
Patdown - Non-Flyer		1											1
2021									1			1	2
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck									1				1
2022		1			1	2							4
Expedited Passenger Screening Program		1			1	2							4
Expedited Passenger Screening Program - TSA PreC		1			1	2							4

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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
PIR													
2019			2	1	1			1		1	1	1	8
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2021			1					1			1	1	4
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022			1	1	1								3
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction				1									1
No Jurisdiction - No Referral				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
PIT	60	54	69	58	69	100	37	36	54	75	67	64	743
2019				17	13	21	20	20	22	37	32	15	197
Civil Rights						1	2	1		1	2	1	8
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination						1	1					1	4
Civil Rights - Transgender Screening								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 - Domestic												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							1						1
Mishandling of Passenger Property				9	3	4	5	6	9	12	10	4	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				9	1	3	4	4	7	9	9	4	50
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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								1			1		2
Persons w/ Disabilities (PWD)				1	2	2	2			2	2	1	12
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - General				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1				1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										2			2
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				3	4	7	3	6	5	8	6	3	45
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked					1		2		3	5	3		14
Property - Special Handling - Missing Items - Carry-On					2	2	1	2		1	1	1	10
Property - Special Handling - Missing Items - Checked				3	1	4		4	1	2	2	2	19
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening					1	6	2	3	3	2	1	2	20
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/Confiscated Items										1			1
Screening - Security Breach												1	1
2020	22	15	24	10	18	7	4	4	7	12	8	14	145
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1
Civil Rights	2			1		1			2		1	1	8
Civil Rights - Age									1		1		2
Civil Rights - Racial Profiling or Discrimination	1					1			1				3
Civil Rights - Sex/Gender/Gender Identity	1			1								1	3
Customer Service	2	3	6	2	5		1	1		2		3	25
Customer Service - Others			1										1
Customer Service - TSO	2	3	5	2	5		1	1		2		3	24
Locks	1	4	2	2	2	1			1	1		1	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 - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	4	4	4	4	1		1	1	3	4	4	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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)	1		1		1		1					1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	3	4	7		1	1	2	1	2	1	2	2	26
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			3				1				1		5
Property - Special Handling - Missing Items - Carry-On		2	2						1				5
Property - Special Handling - Missing Items - Checked	3	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 Employee								1					1
Screening - Procedures/Process	3		2	1	4	2			1	2	1		16
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Shoe Screening												1	1
2021	10	10	8	6	5	9	13	12	25	26	27	35	186
Civil Rights				1					1	2		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination										2		1	3

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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
Civil Rights - Transgender Screening				1								1	2
Claims				1					1				2
Claims - General				1					1				2
Customer Service		2	7		1	2	1	2	6	4	1	5	31
Customer Service - Others											1		1
Customer Service - TSO		2	7		1	2	1	2	6	4		5	30
Expedited Passenger Screening Program			1		1	3	5	6	7	12	15	23	73
Expedited Passenger Screening Program - TSA Application Program						1		2		2			5
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	5	4	7	10	15	21	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
Identification (ID) Requirements								2					2
Identification (ID) Requirements - Domestic								1					1
Identification (ID) Requirements - Real ID								1					1
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	3	3				1	3		2	2	2	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2					3			2	1	1	12
Mishandling of Passenger Property - Disarrayed Item		1				1			2				4
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	2	1							1		4		8
Patdown - Flyer	2	1							1		4		8
Persons w/ Disabilities (PWD)							2	1	2	3	2		10
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment								1			1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									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) - Wheelchair/ Scooter/ Segway										1			1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	3	4		2	2	2	1	1	3	1	1	2	22
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked Baggage	1	3		1		1			1		1	1	9
Property - Special Handling - Missing Items - Carry-On					1			1	1				3
Property - Special Handling - Missing Items - Checked Baggage	2	1		1	1	1			1	1		1	9
Screening	2			1	1	1	1		1	1	1	2	11
Screening - Inconsistency										1			1
Screening - Procedures/Process	2			1	1	1	1		1		1	2	10
2022	28	29	37	25	33	63							215
Civil Rights				1		1							2
Civil Rights - Race						1							1
Civil Rights - Transgender Screening				1									1
Customer Service	2	2	5	1	3	3							16
Customer Service - Others			1										1
Customer Service - TSO	2	2	4	1	3	3							15
Expedited Passenger Screening Program	19	26	28	18	29	50							170
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		3	2	1	2								8
Expedited Passenger Screening Program - TSA PreCheck	18	23	26	17	27	49							160
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1												1
Mishandling of Passenger Property				2		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown				1		2							3
Patdown - Flyer			1			2							3
Persons w/ Disabilities (PWD)	2					1							3
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1					1							2
Property - Special Handling		1		1	1	2							5
Property - Special Handling - Missing Items - Carry-On		1			1								2
Property - Special Handling - Missing Items - Checked Baggage				1		2							3
Screening	5		2	2		3							12
Screening - Inconsistency	1		1										2
Screening - Procedures/Process	4		1	2		3							10

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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
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 Items - Checked								1					1
Screening	1				1								2
Screening - Procedures/Process	1				1								2
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												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
PLN	4	3	2	6	2	2		4	1	5	5	4	38
2019						2		3	1	2	5	2	15
Customer Service								2					3
Customer Service - TSO								2					3
Mishandling of Passenger Property							1	1		2	2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1		1		1	4
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked											1		1
Screening								1		1	1		3
Screening - Procedures/Process						1			1		1		3
2020	1	3	2	4	1					3		1	15
Customer Service		1		1	1					1			4
Customer Service - TSO		1		1	1					1			4
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1		3						2		1	7
Mishandling of Passenger Property - Damaged/Missii		1		3						2		1	7
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Check		1	1										2
2021	2			1				1				1	5
Customer Service				1								1	2
Customer Service - Others				1									1
Customer Service - TSO												1	1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2022	1			1	1								3
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	1						1						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
PNS	25	22	11	24	20	36	11	20	30	21	20	17	257
2019				4	1	9	3	7	9	2	5	7	47
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											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 - Domestic							1						1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				1		1	1	2	4	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	1	1	2				6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									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 Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-On			2			1							3
Property - Special Handling - Missing Items - Checked								3					3
Screening				1		3		2	1	1	2	2	12
Screening - Lengthy Lines						2							2
Screening - Procedures/Process			1			1		2	1	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 Discrimination	1												1
Customer Service						1						1	2
Customer Service - TSO						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 - Damaged/Missing Items--Carry-on Luggage	1	2		1		2			1		1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1			1							2
Patdown	1		1	2	1								5
Patdown - Flyer	1		1	2	1								5
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diapers/Car Seats	1												1
Persons w/ Disabilities (PWD) - Ostomy/Incontinence	1												1
Property - Special Handling		1		2		1				1	1		6
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Checked						1				1	1		3
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	3		1	2	2				1				9
Screening - Gate Pass			1										1
Screening - Inconsistency				1									1
Screening - Procedures/Process	3			1	2				1				7
2021	3	3		4	2	2	8	13	19	18	13	7	92
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights	1						2		1				4
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination							2						2
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims				1									1
Claims - General				1									1
Customer Service		1		1	1	2	2	3	5	3	3	3	24
Customer Service - Others								1					1
Customer Service - TSO		1		1	1	2	2	2	5	3	3	3	23
Expedited Passenger Screening Program							1	3	4	6	5	1	20
Expedited Passenger Screening Program - TSA PreCheck							1	3	4	6	5	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 - Damaged/Missing Items--Carry-on Luggage		1		1	1			1	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Patdown									1	1	1		3
Patdown - Flyer											1		1
Patdown - Flyer as Observer									1				1
Patdown - General										1			1
Persons w/ Disabilities (PWD)									1	4			5
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1							1	6	1	2	2	13
Property - Special Handling - Damaged Items - Carry-On	1								4		1		6
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked								1	2		1	1	5
Screening		1		1			3	3		2	1	1	12

TSA Contact 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
Screening - Inconsistency				1			2	3					6
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1					1			1	1	1	5
2022	14	16	8	9	13	19							79
Civil Rights		1					1						2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2	3		1	1	2							9
Customer Service - TSO	2	3		1	1	2							9
Expedited Passenger Screening Program	10	9	7	5	10	12							53
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program	1				2	1							4
Expedited Passenger Screening Program	9	9	7	5	8	10							48
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property		2		1									3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		1		1									2
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - General		1											1
Property - Special Handling			1	1			1						3
Property - Special Handling - Damaged Items - Carry-On			1	1			1						3
Screening		1		1	2	1							5
Screening - Inconsistency					1								1
Screening - Procedures/Process		1		1	1	1							4

TSA Contact 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
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

TSA Contact 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
PQI				1			1	1		1		4	8
2019							1	1				1	2
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
2020												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												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 Items - Checked								1					1
Screening												1	1
Screening - Procedures/Process												1	1
2022				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
PRC		2		1		1	1		2	3		1	11
2019				1					1				2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									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			6
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Expedited Passenger Screening Program											2		2
Expedited Passenger Screening Program - TSA PreCheck											2		2
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked											1		1
Screening													1
Screening - Procedures/Process													1
2022		1				1							2
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program - TSA PreC		1				1							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
PSC	4	6	4	13	5	4	1	7	7	1	5	5	62
2019				3		2	1	2	5		2	2	17
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service												1	1
Customer Service - TSO												1	1
Locks				1				1	1				4
Locks - Missing or Damaged Lock				1				1	1			1	4
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling							1		3				4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening								1					1
Screening - Procedures/Process								1					1
2020		4		3	1								8
Locks		1			1								2
Locks - Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				1									1
Screening - Procedures/Process				1									1
2021			1	6	3	1		5	2	1	3	3	25
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service				3	1				1	1			6
Customer Service - Others					1								1
Customer Service - TSO				3					1	1			5
Expedited Passenger Screening Program								3	1		2	3	9
Expedited Passenger Screening Program - TSA PreCheck								3	1		2	3	9
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Ombudsman						1							1
Ombudsman - General						1							1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1	2	1								4
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	1									2
2022	4	2	3	1	1	1							12
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	3	1	1	1		1							7
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	2	1	1			1							5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Screening			1										1
Screening - Procedures/Process			1										1
Transportation Security Operations Center								1					1
Transportation Security Operations Center - Refer to Airport								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
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 Discrimination							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 - Damaged/Missing Items--Unspecified 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 - Damaged/Missing Items--C				1	2								3
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
2021							1				1		2
Customer Service							1						1
Customer Service - TSO							1						1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											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 Cancer				1									1
Screening			1			1							2
Screening - Procedures/Process			1			1							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
PSG	3		1					1	1	1	1	3	11
2019								1	1	1	1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked												1	1
Screening								1					1
Screening - Inconsistency								1					1
2020			1									1	2
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service													1
Customer Service - TSO													1
2021										1		1	2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
2022	3												3
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1

TSA Contact 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
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 Items - Checked					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 Items - Carry-On											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 Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1			1								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
PSP	26	29	40	48	41	68	11	15	13	15	13	10	329
2019				8	11	9	3	10	5	4	5	5	60
Customer Service					3	2		1	1			1	8
Customer Service - Others								1					1
Customer Service - TSO									1				1
Locks				2	1	1						1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1	1	1						1	4
Lost and Found					1				1				2
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 - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1		1	1				4
Patdown					1				2			1	4
Patdown - Flyer					1				2			1	4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling				4	3	4			2		3	3	19
Property - Special Handling - Damaged Items - Carry-On					2						1		3
Property - Special Handling - Damaged Items - Checked				1	1	2					1	1	6
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Checked				2		2			1		2	1	8
Screening					1		1			1		1	4
Screening - Procedures/Process					1		1			1		1	4
2020	7	11	15	15	12	12	2		2	4	1		81
Civil Rights		1	1										2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1	3	1			5	2			1			13
Customer Service - TSO	1	3	1			5	2			1			13
Locks	1	1	1	3	1				1				8
Locks - Missing or Damaged Lock	1	1	1	3	1				1				8
Mishandling of Passenger Property	1	4	3	9	4	6				1			28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	4	2	7	3	6				1			24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1	2	1								4
Patdown			1		1								2
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1		1	2								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2	1	4	1	4				1	2	1		16
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Property - Special Handling - Damaged Items - Checked			2		3						1		8
Property - Special Handling - Missing Items - Carry-On			1							1			2
Property - Special Handling - Missing Items - Checked		1		1	1					1			4
Screening	2		4	1		1							8
Screening - Procedures/Process	2		3	1		1							7
Screening - Retrieving Abandoned/Confiscated Items				1									1
2021	3	2	2	4	2	8	6	5	6	7	7	5	57
Civil Rights				1									1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Customer Service			1	1	1		1						4
Customer Service - Others			1		1								2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program				1		1		2	5	4	6	4	23
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck				1		1		2	3	3	6	4	20
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property		1	1			3	2	1		2			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1			1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1			2			5
Patdown					1				1				2
Patdown - Flyer					1				1				2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												1	1
Property - Special Handling	1					1				1	1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked	1					1							3
Screening	2	1				2	3	1	1				10
Screening - Inconsistency						1	1						2
Screening - Procedures/Process	2	1				1	2	1	1				8
2022	16	16	23	21	16	39							131
Civil Rights				1		1							2
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	2	3	1	6								13
Customer Service - TSO	1	2	3	1	6								13
Expedited Passenger Screening Program	9	13	20	10	12	26							90
Expedited Passenger Screening Program - TSA Appl	1	1	1	1									3
Expedited Passenger Screening Program	9	12	19	9	12	26							87

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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
Mishandling of Passenger Property	1												2
Mishandling of Passenger Property - Dam	1												2
No Jurisdiction				1									3
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other							2						2
Patdown			1	1	1		1						4
Patdown - Flyer				1	1		1						3
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			2						7
Property - Special Handling - Damaged It	1			2									3
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Missing Items - Checked							2						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								4

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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
PUB	1	1	1	3		1	1			1	1		10
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2020				1	2								3
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown					1								1
Patdown - Flyer					1								1
2021							1	1			1		3
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked											1		1
2022	1	1		1									3
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Medically		1											1

TSA Contact 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
PUW		3	1	2	3	5		3	3	1		1	22
2019					1	2		1	3			1	5
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property						1	2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2						3
2020		2			2	1				1			6
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										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	3				5
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1				1
2022		1	1	2		2							6
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Screening		1		2		1							4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1				1							2
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact 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
PVC	1	1		1	3	1				1	1		9
2019										1	1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										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
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
2022	1	1		1	2								5
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Expedited Passenger Screening Program			1	1	2								4
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreC		1		1	1								3

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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
PVD	36	24	33	32	26	41	13	21	21	26	25	17	315
2019				10	7	10	9	7	13	13	11	7	87
Civil Rights				1		1		1					3
Civil Rights - Age								1					1
Civil Rights - National Origin				1									1
Civil Rights - Transgender Screening													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 - Damaged/Missing Items--Checked Bag				2	2	2	4		1	2	3	5	21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1			4	3	1	1	11
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling				4	2	2	2	3	3	4	2	1	23
Property - Special Handling - Damaged Items - Checked				1	1		1	1	1	2		1	8
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				3	1	2	1	2	2	2	1		14
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening						1	1	1	1	3	2		9
Screening - Procedures/Process							1	1	1	2	2		7
Screening - Security Breach						1				1			2
2020	18	6	17	7	5	4	1	3	3	6	3	3	76
Civil Rights	3	1	1	1						1	1	1	9
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	1							1		4
Civil Rights - Transgender Screening	1												1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Locks		1	2	2	1		1						7
Locks - Missing or Damaged Lock		1	2	2	1		1						7
Mishandling of Passenger Property	5	1	4	2		2				2		1	17
Mishandling of Passenger Property - Dam	4	1	4	2		2				2		1	16
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1	2		1			1					5
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	7	2	2	2	3	2		2	3	2	2	1	28
Property - Special Handling - Damaged It	3	1			2	1			3		1		11
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	3	1	2	1	1	1		2		2	1	1	15
Screening	3		3										6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1		3										4
2021	1	2	1		1	1	3	11	5	7	11	7	50
Civil Rights								1				2	3
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service							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 Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	4	2	2	8	2	19
Mishandling of Passenger Property			1					1	1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	2			1	1	1	1		1			8
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Item	1	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	26							102
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	9	15	11	23							79

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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
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Appl		2		1									3
Expedited Passenger Screening Program	11	8	9	14	11	22							75
Identification (ID) Requirements		1	2		1	1							5
Identification (ID) Requirements - Domestic		1	2		1	1							5
Mishandling of Passenger Property	1		1			1							3
Mishandling of Passenger Property - Disa	1		1			1							3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	1	2	1			1							5
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Item	1	1	1			1							4
Screening	2	2	1										5
Screening - Procedures/Process	2	2	1										5

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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
PVU	1			1		3	1		1				7
2021						1	1		1				3
Customer Service						1	1		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							4
Customer Service	1			1		2							1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Screening													1
Screening - Procedures/Process						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
PWM	14	19	11	8	13	24	5	12	14	22	21	25	188
2019				1	2	2	4	5	4	9	4	8	39
Civil Rights							1	5	4	1			3
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								2		1	1		4
Customer Service - TSO								2		1	1		4
Locks						1							2
Locks - Missing or Damaged Lock						1							2
Mishandling of Passenger Property						1		1	1	1	3	4	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1	2	3	7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Patdown										3			3
Patdown - Flyer										3			3
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling				1	2			1	2	1		1	8
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - 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				1	5
2020	6	5	7	1	1	3		2	1	5	3	6	40
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	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 - Dam	2	3	1					1			1	1	9
Mishandling of Passenger Property - Disa	1	1										1	3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling	1	1	2	1		1		1		1	1	2	11
Property - Special Handling - Damaged Items - Checked			1	1		1					1		4
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Item	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								1					1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1		1			1	2		1	1	7
Customer Service - TSO			1		1			1	2		1	1	7
Expedited Passenger Screening Program							1	3	2	5	12	6	29
Expedited Passenger Screening Program - TSA PreCheck							1	3	2	5	12	6	29
Identification (ID) Requirements				1	1	1			1	1			5
Identification (ID) Requirements - Domestic				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 - Damaged/Missing Items--Carry-on Luggage										1			1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening		1				2			2				8
Screening - Inconsistency						1							2
Screening - Procedures/Process		1							1			2	4
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
TWIC						2							2
TWIC - General						2							2
2022	8	10	3	5	6	16							48
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Customer Service		1				2							3
Customer Service - TSO		1				2							3
Expedited Passenger Screening Program	6	8	2	4	6	13							39
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1		1	1								3
Expedited Passenger Screening Program	6	7	2	3	5	12							35
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	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
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening	1												1
Screening - Procedures/Process	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
RAP	8	4	8	4	3	5	3	5	10	5	5	9	69
2019				1	1	2	1	2	4	2	1	4	18
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property						1			2	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			2	1			4
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1		2			1		1		5
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening									1				1
Screening - Procedures/Process									1				1
2020	2	1	4	1	1		2	1	1	1		2	16
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												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	1						2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1						2						3
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch)			1										1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked									1				1
Screening			1					1					2
Screening - Procedures/Process			1					1					2
2021	1	1	1			1		2	5	2	4	3	20
Customer Service	1					1					1		3
Customer Service - TSO	1					1					1		3
Expedited Passenger Screening Program								1	2	1	1	2	7
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	1	2	6
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Subject			1										1
No Subject - General			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling		1										1	2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening									1	1	2		4
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										1	2		3
2022	5	2	3	2	1	2							15
Expedited Passenger Screening Program	4		1	2		1							8
Expedited Passenger Screening Program	4		1	2		1							8
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Screening	1		2		1								4
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1		1								3

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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
RDD	1	1	2	2	1	2							9
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 - TSA PreCheck							1						1
Screening					1								1
Screening - Procedures/Process					1								1
2022	1	1	2	1		1							6
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown			1		1								2
Patdown - Flyer					1								1
Patdown - General			1										1
Screening			1										1
Screening - Inconsistency			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
RDG									1				1
2020									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									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
RDM	3	2	7	5	7	8	6	1	5	5	6	4	59
2019				1	1	2	4	1	1	3	2	2	17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service										2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property				1		1	1			1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1			1	1		5
Patdown							1	2					3
Patdown - Flyer								2					2
Patdown - Flyer as Observer						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1		1	1		1	1	5
Screening - Crew Member or Airline Employee												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 - Damaged/Missing Items--Checked Baggage							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 PreCheck							1			2		2	5
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown											3		3
Patdown - Flyer											3		3
Property - Special Handling					1				1				2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2022	3	2	6	2	4	4							21
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program	2	1	5	2	4	4							18
Expedited Passenger Screening Program	2	1	5	2	4	4							18
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening			1										1
Screening - Procedures/Process			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
RDU	84	105	103	101	103	145	45	54	50	81	71	77	1,019
2019				22	23	27	26	37	20	31	30	25	241
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1	2			1		3	1	1	9
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination										2	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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
Identification (ID) Requirements - Domestic												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 - Damaged/Missing Items--Carry-on Luggage									2		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	3	2	4	5	5	3	8	5	37
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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 Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1	1						1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1	1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1					1	1		4
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2					1		5
Property - Special Handling				4	2	7	4	9	5	7	4	6	48
Property - Special Handling - Damaged Items - Carry-On					1	1	2		1				5
Property - Special Handling - Damaged Items - Checked				1		3		1		2		3	10
Property - Special Handling - Missing Items - Carry-On					1		1	1	2		2		7
Property - Special Handling - Missing Items - Checked				3		3	1	7	2	5	2	3	26
Request for Assistance								1					1
Request for Assistance - Other								1					2
Screening				2	2	6	4	9	4	5	5	6	43
Screening - Children									1				1
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency					1			1					2
Screening - Lengthy Lines				1		1		1		2			5
Screening - Procedures/Process						5	4	7	3	3	3	6	31
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
2020	29	30	38	23	20	10	2		2	10	7	9	180
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights		3	1	1	2						1	1	9
Civil Rights - Constitutional Rights					1								1
Civil Rights - Perceived Religion		1	1										2
Civil Rights - Racial Profiling or Discrimination		2									1	1	4
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sexual Orientation - Not Transgender					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 - Damaged/Missing Items--Carry-on Luggage	1	1	2	1	1								6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	5	6	6	4	4	2						2	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2		1		2								5
Patdown	1	1	3	1		1							7
Patdown - Flyer	1	1	3	1		1							7
Persons w/ Disabilities (PWD)	3		2	1	1				1	3	2	1	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				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			2
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1		1					1		1	5
Property - Special Handling	7	7	10	4	3	4	1			2	1	1	40
Property - Special Handling - Damaged Items - Carry-On	1		1				1						3
Property - Special Handling - Damaged Items - Checked	1		4	2	1						1	1	10

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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
Property - Special Handling - Missing Items	1	1	1			1							4
Property - Special Handling - Missing Items - Carry-On	4	6	4	2	2	3				2			23
Screening	1	1	5	4	4	1				2	3	1	22
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1									1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	1	1	3	3	3	1				1	3	1	17
Screening - Security Breach					1								1
2021	13	8	4	4	7	6	17	17	28	40	34	43	221
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	1								1	1	3	1	7
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination	1								1		1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1		1	2
Customer Service	1	1	1		1	2	2	2	1	4	3	4	22
Customer Service - TSO	1	1	1		1	2	2	2	1	4	3	4	22
Expedited Passenger Screening Program					1	1	4	10	18	22	21	29	106
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program							1	1	1	2	2	6	13
Expedited Passenger Screening Program - TSA PreCheck					1	1	3	9	17	20	18	23	92
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks	1				1	1			1				4
Locks - Missing or Damaged Lock	1				1	1			1				4
Mishandling of Passenger Property	3	3	2	1	1		2			2	1	1	16
Mishandling of Passenger Property - Damaged/Missing Items		1	2	1							1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	2				1	1			2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				1						2		1	4
Patdown - Flyer				1						2		1	4
Persons w/ Disabilities (PWD)	1				1		1			2		1	6
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling	5	3		2		2	6	3	5	6	2	3	37
Property - Special Handling - Damaged Items - Carry-On							1	1	2	2		1	7
Property - Special Handling - Damaged Items - Checked	2			1			3	1	2	2	1		12
Property - Special Handling - Missing Items - Carry-On		1				1		1	1	2		1	7
Property - Special Handling - Missing Items - Checked	3	2		1		1	2				1	1	11
Screening	1	1	1		1		1	2		1	4	3	15
Screening - Inconsistency											1		1
Screening - Procedures/Process	1	1	1		1		1	2		1	3	3	14
2022	42	67	61	52	53	102							377
Airline	1	1											2
Airline - Policy/Regulations/Service	1	1											2
Civil Rights	1	5	1	1									8
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		4											4
Civil Rights - Transgender Screening	1												1
Claims				1									1
Claims - Status				1									1
Customer Service	3	6	2	4		9							24
Customer Service - Others						1							1
Customer Service - TSO	3	6	2	4		8							23
Expedited Passenger Screening Program	28	48	50	36	47	83							292
Expedited Passenger Screening Program - DoD				1		1							2
Expedited Passenger Screening Program - TSA Application Program	1	4	2	4	3	4							18
Expedited Passenger Screening Program - TSA PreCheck	27	44	48	31	44	78							272
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
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							3
Mishandling of Passenger Property - Damaged/Missing Items	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown	1	1	1	1	1	1							6
Patdown - Flyer	1	1	1	1	1	1							6
Persons w/ Disabilities (PWD)	1		1			1							3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	1	3	2	4	5							19
Property - Special Handling - Damaged Items - Carry-On	4		1	1	2	5							13
Property - Special Handling - Missing Items - Checked		1	2	1	2								6
Screening	1	3	3	6	1	1							15
Screening - Inconsistency			2	1		1							4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	3	1	4	1								10

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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
RFD	2	2	1	4	4	2			2	1	1	4	23
2019				1	1					1	1	4	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 Medical Devices											1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
2020				1		1			1			1	4
Customer Service													1
Customer Service - TSO													1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2021					1				1			3	5
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening								1					1
Screening - Procedures/Process								1					1
2022	2	2	1	2	2	1							10
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	1	1	1	1							8
Expedited Passenger Screening Program	2	2	1	1	1	1							8
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						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
RHI	1			2					2	1	1	2	9
2019									1			2	3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
2020	1										1		2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											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 PreCheck											1		1
2022				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
RIC	43	62	58	52	52	75	32	33	36	56	52	35	586
2019				6	11	22	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 Discrimination					2	1	1				1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1		1	2			4
Customer Service				2	3	11	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				1	2	3	1	1	1	6	2	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3		1	1	6	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown						1	1	4			2	2	10
Patdown - Flyer						1	1	4			2	2	10
Persons w/ Disabilities (PWD)				2		1		1	1	1	4	1	11
Persons w/ Disabilities (PWD) - Diabetes											2		2
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) - Metal Implants (Joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1						1			2
Property - Special Handling					1	1	3	4	4	3	2		18
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked						1		2	2	1	1		7
Property - Special Handling - Missing Items - Carry-On					1		1		1				3
Property - Special Handling - Missing Items - Checked							2	2		2	1		7
Screening					3	4	3	2	2	5	6	2	27
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines						1			1	1			3
Screening - Procedures/Process					3	3	1	1	1	4	5	2	20
Screening - Security Breach							1						1
2020	12	15	20	16	13	9	4	2	1		6	5	103
Civil Rights				1	1	1					1		4
Civil Rights - Racial Profiling or Discrimination				1	1	1					1		4
Customer Service	3	8	6	1	4	2	2					1	27
Customer Service - Others		1											1
Customer Service - TSO	3	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	7		3	2		1	1		2	1	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	4	2	5		3	1		1	1		1	1	19
Mishandling of Passenger Property - Disarrayed Item		1	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 Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	4	1	1	4		2	1					1	14
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged It				2									4
Property - Special Handling - Missing Item	2	1	1	2		1	1					1	9
Screening		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	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 Discrimination		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		1	2	1	2	2	3	2	6	3	6	2	30
Customer Service - TSO		1	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 Application Program							1		1	3		1	6
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	4	3	5	19	8	6	48
Mishandling of Passenger Property	2				1	1							4
Mishandling of Passenger Property - Dam	2				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/Garments/Dressings/Masks				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												2	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Prohibited & Permitted Items				1							1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1							1		2
Property - Special Handling	2	2		1		1		1	2	1	3	1	14

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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
Property - Special Handling - Damaged Items - Carry-On											2		2
Property - Special Handling - Damaged Items - Checked				1		1			2		1		5
Property - Special Handling - Missing Items - Carry-On										1		1	2
Property - Special Handling - Missing Items	2	2						1					5
Screening	1	1		1	1	2	3	3	1	2	4	2	21
Screening - Children											1		1
Screening - Inconsistency				1		2							3
Screening - Procedures/Process	1	1			1		3	3	1	2	3	2	17
2022	25	42	35	25	23	37							187
Civil Rights	1		2	1									4
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Transgender Screening				1									1
Claims	1												1
Claims - General	1												1
Customer Service	5	4	4	4	5	5							27
Customer Service - Others					1								1
Customer Service - TSO	5	4	4	4	4	5							26
Expedited Passenger Screening Program	12	28	18	15	14	27							114
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - Checked	2	2	1		3	1							9
Expedited Passenger Screening Program - Missing Items	10	26	17	15	11	24							103
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property			2	1									3
Mishandling of Passenger Property - Damaged/Missing			2	1									3
Patdown	1	1	1				1						4
Patdown - Flyer	1	1	1				1						4
Persons w/ Disabilities (PWD)				2	1								3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Makeup				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Prohibited & Permitted Items	1	1	1										3
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - Liquids/Gels	1												1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	2		2	1	1	2							8
Property - Special Handling - Damaged Items - Carry-On						1	1						2
Property - Special Handling - Damaged Items - Checked	2		1				1						4
Property - Special Handling - Missing Items - Checked			1	1									2
Screening	2	6	5	2	2	2							19
Screening - Inconsistency		1	3										4
Screening - Lengthy Lines	1		2		1								4
Screening - Procedures/Process	1	5		1	1	1							9
Screening - Rail				1									1
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact 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
RIW	1	1			1		1			2	1		7
2019											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2020	1				1					1			3
Patdown					1								1
Patdown - Flyer					1								1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2021		1					1			1			3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact 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
RKD				1		1		1					3
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
2020						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
2021								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

TSA Contact 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
RKS	5	1	3	1				1	1	2	1		15
2019				1						1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2020	1		1						1				3
Mishandling of Passenger Property	1								1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Screening				1									1
Screening - Procedures/Process				1									1
2021								1		1	1		3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Procedures/Process											1		1
2022	4	1	2										7
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Checked Bag	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Patdown	1			1									2
Patdown - Flyer	1			1									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
RNO	53	45	40	43	38	49	26	42	39	39	60	44	518
2019				9	11	10	14	20	17	15	23	19	138
Civil Rights						1			1	3	2	1	8
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1	1	1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		4
Customer Service					1	2	4	1	1	1			16
Customer Service - TSO					1	2	4	1	1	2	3	2	16
Locks				1	2	2						3	8
Locks - Missing or Damaged Lock				1	2	2							8
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property			2	4	2	3	6	5	2	6	5	3	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2	4	2	3	5	4	1	6	3		30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								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 (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes					1						2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication			1						1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			1					2
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling				1		1	2	2	5	2	2	4	19
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Damaged Items - Checked						1	1		2	1			5
Property - Special Handling - Missing Items - Carry-On											1	2	3
Property - Special Handling - Missing Items - Checked			1				1	1	3	1		2	9
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/Confiscated 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
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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
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 - Damaged/Missing Items--Carry-on Luggage			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	1		1	1			1			2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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 Necessary Medication and Medication	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1										1		2
Property - Special Handling	3		2	2	2	3					1		13
Property - Special Handling - Damaged Items - Checked			2		1	1							4
Property - Special Handling - Missing Items - Carry-On	1			1									2
Property - Special Handling - Missing Items - Checked	2			1	1	2					1		7
Screening	3	2	1	4						2		2	14
Screening - Procedures/Process	3	2		4						2		2	13
Screening - Security Breach			1										1
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 Discrimination						1				1		1	3
Customer Service	3	2	2	2			2	6	1	5	3	2	28
Customer Service - CSM			1										1
Customer Service - Others	1	1											2
Customer Service - TCC							1						1
Customer Service - TSO	2	1	1	2			1	6	1	5	3	2	24
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1			7	6	6	9	11	7	47
Expedited Passenger Screening Program - TSA Application Program									1			1	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
Expedited Passenger Screening Program - TSA PreCheck				1			7	6	5	9	11	5	44
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks	1	1											3
Locks - Missing or Damaged Lock	1	1										1	3
Mishandling of Passenger Property			1					1	1	1	1		5
Mishandling of Passenger Property - Damaged/Missin			1						1	1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1					1	1		2		3	2	10
Patdown - Children									1				1
Patdown - Flyer	1						1		1		3	2	8
Patdown - General						1							1
Persons w/ Disabilities (PWD)			1				1	2			2	1	7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1			1	2
Prohibited & Permitted Items								1	1				2
Prohibited & Permitted Items - General								1	1				2
Property - Special Handling			1			1	1	1	3		1	1	9
Property - Special Handling - Damaged Items - Carry-On									2		1		3
Property - Special Handling - Damaged Items - Checked						1						1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checke			1			1			1				3
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	1	5	2		4	5		3	5	3	2	2	32
Screening - Inconsistency					1	2			3		1		7
Screening - Lengthy Lines								2	1	2			5
Screening - Procedures/Process	1	4	2		3	3		1	1	1	1	2	19
Screening - Retrieving Abandoned/Confiscated Items		1											1
2022	30	27	26	20	13	25							141
Civil Rights	3		2		1								6
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimin	1				1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Civil Rights - Transgender Screening	1												1
Customer Service	5	7	3	3	2	2							22
Customer Service - CSM	1												1
Customer Service - TSO	4	7	3	3	2	2							21
Expedited Passenger Screening Program	8	18	12	15	9	21							83
Expedited Passenger Screening Program - DoD		2											2
Expedited Passenger Screening Program	2	2	2	2	2								10
Expedited Passenger Screening Program	6	14	10	13	7	21							71
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown	3				1								4
Patdown - Flyer	2				1								3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		2			1							4
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	1		3	1									5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	2	1			1							11
Screening - Inconsistency	2	1				1							4
Screening - Procedures/Process	5	1	1										7

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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
ROA	6	4	7	11	4	8	4	4	4	6	7	1	66
2019				2	1		4	4	3	2	2	1	19
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - General								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 - Damaged/Missing Items--Checked Back				1				1	1				3
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling					1		2				1		4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - 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 Transgender				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 Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1										2
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2021		1	1	1	2				1	4	3		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 - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA PreCheck				1		1			1	1	3		7
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
2022	5	2	3	6	1	8							25
Customer Service			1			2							3
Customer Service - TSO			1			2							3
Expedited Passenger Screening Program	3	2	2	6		5							18
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	3	2	2	5		5							17
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening					1	1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					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
ROC	17	8	9	16	13	30	3	10	5	8	9	13	141
2019				4	1	3	1	5	2	6	2	6	30
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer as Observer													1
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service							1		1	2			5
Customer Service - TSO							1		1	2			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 - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1		1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling								1		2			3
Property - Special Handling - Missing Items - Carry-On								1		2			3
Screening				1				1					2
Screening - Procedures/Process				1				1					2
2020	8	1	3	3	3	4			2		2	2	28
Civil Rights	1										1		2
Civil Rights - Hair Patdowns	1										1		2
Customer Service			1	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 - Damaged/Missing Items Private Screening Contractor											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2				1								3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	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 Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2		2										4
Property - Special Handling - Damaged Items - Checked	2		1										1
Property - Special Handling - Missing Items - Carry-On	2		1										3
Screening	1					2			1			1	5
Screening - Inconsistency	1												1
Screening - Procedures/Process						1			1			1	3
Screening - Security Breach						1							1
2021		1		1		2	2	5	1	2	5	5	24
Customer Service						1		1					3
Customer Service - TSO						1		1					3
Expedited Passenger Screening Program											4	3	7
Expedited Passenger Screening Program - TSA PreCheck											4	3	7
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown								2		1			3
Patdown - Flyer								2		1			3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Carry-On		1											1
Screening				1		1	2	1				1	6
Screening - Inconsistency				1				1					2
Screening - Procedures/Process						1	2					1	4
2022	9	6	6	8	9	21							59
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	2	1	2										5
Customer Service - TSO	2	1	2										5
Expedited Passenger Screening Program	5	3	4	7	7	16							42
Expedited Passenger Screening Program - TSA Application Process	1			1									2
Expedited Passenger Screening Program - TSA PreCheck	5	3	3	7	6	16							40
Patdown				1		2							3
Patdown - Flyer				1		2							3
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General					1								1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Beauty & Grooming Items		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Carry-On	1												1

TSA Contact 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
Screening		1			1	2							4
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1				1							2

TSA Contact 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
ROW	2	1	1		1	2		1	1		1	2	12
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 - Damaged/Missing Items--Checked Baggage							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 - Damaged/Missi			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 - TSA PreCheck								1				1	2
Screening									1				1
Screening - Lengthy Lines									1				1
2022	1												2
Customer Service									1				1
Customer Service - TSO									1				1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact 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
RST	3	9	5	9	6	5	2	5	7	3	3	4	61
2019				2	1	2		1	4	2		4	16
Civil Rights						1			1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination							1						1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)									2			2	4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening								1		1		1	3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process										1		1	2
2020		2	2	2		1			1				8
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				2									2
Patdown - Flyer as Observer				2									2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
2021	1			1	1		2	4	2	1	3		15
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Expedited Passenger Screening Program				1			1	4	2	1	2		11
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	2	1	2		10
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1												1
Screening - Procedures/Process	1												1
2022	2	7	3	4	4	2							22
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Expedited Passenger Screening Program	1	4	3	3	3	2							16
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	1	3	3	2	3	2							14
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items		1											1
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact 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
RSW	80	118	148	176	185	247	90	76	61	63	61	57	1,362
2019				33	34	45	42	28	15	22	22	14	255
Civil Rights							1				2		3
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							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	8	6	4	1	4		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
Mishandling of Passenger Property				5	10	15	10	5	3	8	5	4	65
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	9	13	10	4	3	8	4	2	57
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	1					1	2	6
Patdown					3	1		1	1	1	2		9
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 Spectrum						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2					1			4
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1				1			4
Property - Special Handling				8	6	6	8	7	3	5	2	5	50
Property - Special Handling - Damaged Items - Carry-On							1	1			1		3
Property - Special Handling - Damaged Items - Checked				3	1	2	4		1	2	1	1	15
Property - Special Handling - Missing Items - Carry-On				1	1				1				4
Property - Special Handling - Missing Items - Checked				4	4	4	3	6	1	3		3	28
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				6	7	6	10	6	3	3	2	3	46
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency					2					1			3
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 Discrimination		1						1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service	4	7	8	7	6	7	1	2	1	1	3		47
Customer Service - Others		2		1									3
Customer Service - TSO	4	5	8	6	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 - Damaged/Missing Items--Carry-on Luggage				2	1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	9	8	6	5		1	3	1		4	46
Mishandling of Passenger Property - Disarrayed Item		1	2	2	4		1		1	1			12
Patdown		1	2	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 /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		2			2								4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1			1		1							3
Property - Special Handling	2	7	9	4	4	8	2	1	2	1	3	3	46
Property - Special Handling - Damaged Items - Carry-On		1		1	1	1					1		5
Property - Special Handling - Damaged Items - Checked	1	2	2	1	1	3	1		1	1	1	1	15
Property - Special Handling - Missing Items - Carry-On		1	2	2			1						6
Property - Special Handling - Missing Items - Checked	1	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 Employee	1			1	1								3
Screening - Lengthy Lines		5	2	1	4								12
Screening - Procedures/Process	4	5	10	7	9	12		3				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 Discrimination	1		1	1		1	1			3			8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1	1			1			4
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	52

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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
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program			5	6	2	8	24	17	20	21	23	22	148
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA Application Program							6	2	1		4	5	18
Expedited Passenger Screening Program - TSA PreCheck			4	6	2	8	18	15	19	21	19	17	129
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				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	3	3	1	4			1		25
Mishandling of Passenger Property - Damaged	2			1		1	1	1					6
Mishandling of Passenger Property - Damaged	2	2	2	1	2			3					12
Mishandling of Passenger Property - Disarrayed	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) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1								1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Prohibited & Permitted Items							2		2	1			5
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Prohibited & Permitted Items - Remains										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 Items - Checked	4	2					2	1	1	3			13
Property - Special Handling - Missing Items - Carry-On								2	1			1	4
Property - Special Handling - Missing Items - Checked		1		1		1	1	2					6
Screening	1	3	1	3	5	5	5	6	1	2		7	39
Screening - Children					1								1
Screening - Crew Member or Airline Employee								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	4	5	2	1	1		5	27
Screening - Retrieving Abandoned/Confiscated Items								1					1
2022	43	68	86	83	92	137							509
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1		3		1								5
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1								2
Customer Service	5	5	7	5	4	10							36
Customer Service - Others			1										1
Customer Service - TSO	5	5	6	5	4	10							35
Expedited Passenger Screening Program	30	53	67	62	78	117							407
Expedited Passenger Screening Program - TSA/DoT Employee	2	4	5	2	6	2							21
Expedited Passenger Screening Program - TSA/DHS Employee	28	49	61	60	71	115							384
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				3	1	1							5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	1							3
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1		1	1	1	4							8
Patdown - Children			1										1
Patdown - Flyer					1	4							5
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	2	4				2							8
Persons w/ Disabilities (PWD) - Diabetes		2											2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - At the Airport		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Devices	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Prohibited & Permitted Items	1		3										4
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Lighters/Matches			3										3
Property - Special Handling	1		1	6	5	1							14
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked	1			3	1								5
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked				3	3								6
Screening		6	4	6	1	2							19

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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
Screening - Inconsistency			2	1		1	1						5
Screening - Procedures/Process			4	3	5		1						13
Screening - Retrieving Abandoned/Confiscated Items					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
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

TSA Contact 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
SAF	7	4	6	1	6	7	1	5	4	8	5	2	56
2019						2	1	3	2	6	1		15
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				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling								2		3			5
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Checked								1		2			3
Screening						2		1	1				4
Screening - Inconsistency								1					1
Screening - Procedures/Process						2			1				3
2020	5		3		2	1				1		1	13
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	2		2									1	5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked			1									1	2
Property - Special Handling - Missing Item	1		1										2
Screening	1		1		2	1							5
Screening - Inconsistency					1								1
Screening - Procedures/Process					1	1							2
Screening - Retrieving Abandoned/Confis	1					1							2
2021		2				1		2	2	1	4	1	13
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program								1	1	1	1		4
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	1		4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown								1			2		3
Patdown - Flyer								1			2		3
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Lighters/Matches			1										1
2022	2	2	3	1	4	3							15
Civil Rights	1	1											2
Civil Rights - Racial Profiling or Discrimin	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Expedited Passenger Screening Program	1		2	1	3	3							10
Expedited Passenger Screening Program	1		2	1	3	3							10
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				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
SAN	161	157	165	183	192	250	93	96	138	158	188	150	1,931
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		1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination					1	1	2	1		1	2		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						3	1	1		1			6
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening				1					1	1			3
Customer Service				10	17	16	14	7	11	18	10	9	112
Customer Service - Others					2	1	1	1		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 - Damaged/Missing Items--Carry-on Luggage					1	1		1	1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				12	8	12	10	9	8	9	13	11	92
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1	1		2			1		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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 Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				3		1		1		3			8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	1	2					6
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 Items - Carry-On				4	3	4	3	2	2	3	2	4	27
Property - Special Handling - Damaged Items - Checked				2	4	5	5	3	3	7	4	4	37
Property - Special Handling - Missing Items - Carry-On				1	2	1	4	2	2	3	3	3	18
Property - Special Handling - Missing Items - Checked				6	1	4	6	7	9	11	5	3	52
Request for Assistance											2		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (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/Confiscated Items				1					1	1			3
Screening - Security Breach						1			1		1		3
2020	63	50	65	58	49	27	8	5	16	24	33	23	421
Civil Rights	3	2	4	2	1		1	1	1				15
Civil Rights - Racial Profiling or Discrimination	3	1	2	1			1		1				9
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1	1								4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service	13	3	10	5	10	5	2	1	1	1	9	3	63
Customer Service - Others			1						1		1		3
Customer Service - TSO	13	3	9	5	10	5	2	1		1	8	3	60
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	5	3	3	4		3				1	2	1	22
Locks - General	1												1
Locks - Missing or Damaged Lock	4	3	3	4		3				1	2	1	21
Lost and Found	1		1							1			3
Lost and Found - Airport/TSA	1		1							1			3
Mishandling of Passenger Property	7	12	17	16	13	2	1	1	5	4	5	5	88
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1	2					1	1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	8	13	14	10	2	1	1	4	3	4	1	67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items	1												1
Mishandling of Passenger Property - Disarrayed Item		4	3		3							3	13
Patdown	2	1	2	2	2	1			2	1	1		14
Patdown - Flyer	2	1	1	1	2	1			2	1	1		12
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	6	4	7	2	5	2	1	1	1	2		1	32
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1								1			2
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General			1		1			1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2	1	2	1	2				1				9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1		1	2						1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	3					1						1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2											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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2			1						3
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	21	16	15	13	10	9			5	12	13	9	123
Property - Special Handling - Damaged Items	3	3	2			1				1	2		12
Property - Special Handling - Damaged Items	4	1	5	1	4	3			1	1	3	3	26
Property - Special Handling - Missing Items	2	2	2	3		1				1			11
Property - Special Handling - Missing Items	12	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 Employee		1											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/Confiscated	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	21
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												2	2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination			4			1	1	4			1		11
Civil Rights - Sex/Gender/Gender Identity	1						1	1					3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening									1			1	2
Customer Service	6	1	3	6	1	1	3	6	9	8	8	9	61
Customer Service - CSM	1												1
Customer Service - TSO	5	1	3	6	1	1	3	6	9	8	8	9	60
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1	3	1	7	15	27	27	48	48	177
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD							1			1	1	1	4
Expedited Passenger Screening Program - TSA Application Program									1	1	3	4	9
Expedited Passenger Screening Program - TSA PreCheck				1	3	1	6	13	26	25	44	43	162
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1	2	1	1			1						6
Locks - Missing or Damaged Lock	1	2	1	1			1						6
Lost and Found	1	1					1				1		4
Lost and Found - Airport/TSA	1	1					1				1		4
Mishandling of Passenger Property	4	4	3	2	4	4	1	2		2			26
Mishandling of Passenger Property - Damaged/Missing	1	1	1	1	1	2	1	1		1			9
Mishandling of Passenger Property - Damaged	3	1	2	1	3	1				1			12
Mishandling of Passenger Property - Damaged	1	2				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	9
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 /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment								1				2	3
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
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
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	1									1			2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	8	7	1		1	4	4	6	9	4	10	5	59
Property - Special Handling - Damaged Items - Carry-On					1	1		3	3	3	4	2	17
Property - Special Handling - Damaged Items	4	4					3	1	1	1	3	1	18
Property - Special Handling - Missing Items	1						1		4				7
Property - Special Handling - Missing Items	3	3	1			2	1	2	1		3	1	17
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	6	1	4	1	1	5	1	3	6	7	4	3	42
Screening - Children						1						1	2
Screening - Classified Materials							1						1
Screening - Crew Member or Airline Employee									1		1		2
Screening - Inconsistency					1	1				1	1		4
Screening - Lengthy Lines									3				3
Screening - Procedures/Process	6	1	4	1		3		3	2	6	2	2	30
2022	67	90	82	60	84	146							529
Airline					1	1							2
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1	3	2	2	2	3							13

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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
Civil Rights - National Origin						1							1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1	3		2	1								7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender						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	8							46
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TCC	1												1
Customer Service - TSO	6	9	8	4	8	8							43
Expedited Passenger Screening Program	48	60	55	40	56	116							375
Expedited Passenger Screening Program - DoD		3	3			5							11
Expedited Passenger Screening Program	4	5	1	2	5	2							19
Expedited Passenger Screening Program	44	52	51	38	51	109							345
Identification (ID) Requirements			2										2
Identification (ID) Requirements - Domestic			2										2
Locks							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	1		3				1						5
Mishandling of Passenger Property - Damaged	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				2									2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1	2		3	1	3							10
Patdown - Flyer		2		3	1	3							9
Patdown - General	1												1
Persons w/ Disabilities (PWD)	3	3	3	1	4	4							18
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes			2		1	1							4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the			1			1							2
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1			1	1							3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Form		1	1										2
Property - Special Handling	1	1	4	2	7	1							16
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1							7
Property - Special Handling - Damaged Items - Checked					2								2
Property - Special Handling - Missing Items	1	1	1		1								4
Property - Special Handling - Missing Items - Checked			1	1	1								3
Screening	4	10	4	2	5	7							32
Screening - Inconsistency		3	2		1	1							7
Screening - Procedures/Process	4	7	2	2	4	6							25

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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
SAT	41	60	57	68	77	101	44	49	50	56	51	61	715
2019				26	17	16	25	30	23	24	26	28	215
Civil Rights				2	2						2		6
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Civil Rights - Transgender Screening					1					1			2
Customer Service				3	1	6	6	3	5	6	4	7	41
Customer Service - Others					1								1
Customer Service - TSO				3		6	6	3	5	6	4	7	40
Locks				2	2		1	3	1		1	2	12
Locks - Missing or Damaged Lock				2	2		1	3	1		1	2	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 - Damaged/Missing Items--Carry-on Luggage											1	2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	4		4	7	4	4	4	5	38
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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 /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					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) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1		2
Property - Special Handling				9	5	5	6	10	6	9	5	6	61
Property - Special Handling - Damaged Items - Carry-On				1		2		2	1	1	1	3	11
Property - Special Handling - Damaged Items - Checked				4	1	1	1	4	2	1	1		15
Property - Special Handling - Missing Items - Carry-On				2	2				2	2	1		9
Property - Special Handling - Missing Items - Checked				2	2	2	5	4	1	5	2	3	26
Screening				1	1	2	4	4	4	4	4	2	26
Screening - Children						1							1
Screening - Crew Member or Airline Employee										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 Discrimination		1		1	1				1				4
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4	2	4	1	5	1	1	1	3	3		3	28
Customer Service - Others									1				1
Customer Service - TSO	4	2	4	1	5	1	1	1	2	3		3	27
Locks	1	2	1		3	1						1	9
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	1		2	1						1	8
Mishandling of Passenger Property	5	4	6	3	4				1	1	1	3	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	5	4	6	3	3				1	1		3	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)	1	1	1	1	2				1				7
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	4	4	7	2	1		1	3	2	1	2	29
Property - Special Handling - Damaged Items - Carry-On	1	1	1	3				1	2	1	1		11
Property - Special Handling - Missing Items - Carry-On	1	1	1		1								3
Property - Special Handling - Missing Items - Checked	1	2	2	4	1	1			1	1		2	15
Screening		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	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	2			1						5
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1						2
Customer Service	1		1	1	1	1	3	4	3	4	7	4	30
Customer Service - TSO	1		1	1	1	1	3	4	3	4	7	4	30
Expedited Passenger Screening Program			2		1	3	5	7	5	10	11	12	56
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD							1			2	1		4
Expedited Passenger Screening Program - TSA Application Program						1	1	1				1	4
Expedited Passenger Screening Program - TSA PreCheck			2		1	2	3	6	5	8	9	11	47
Locks		1							1				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
Locks - Missing or Damaged Lock			1						1				2
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	2	1		1			2		1	2	2		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1							1	2	2		8
Mishandling of Passenger Property - Disassembled	1						1						2
Persons w/ Disabilities (PWD)					1				2		1	2	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General												1	1
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) - Wheelchair/ Scooter/ Segway					1								1
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items						2			1	2			5
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1				1			2
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	2	1					3	4	3	1		3	17
Property - Special Handling - Damaged Items - Carry-On							1	1					3
Property - Special Handling - Damaged Items - Checked	1	1					2	1	1			2	8
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1							1	2	1			5
Screening		2			2	2	3	1	1	5	1	2	19
Screening - Inconsistency					2		1		1	1			5
Screening - Procedures/Process		2				1	2	1		4	1	2	13
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	21	34	33	22	34	73							217
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1	1	1	1			4						8
Civil Rights - Hair Patdowns		1											1
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				2						3
Claims	1												1
Claims - Status	1												1
Customer Service	3	6	3		3	10							25
Customer Service - TSO	3	6	3		3	10							25
Expedited Passenger Screening Program	14	26	24	16	26	50							156
Expedited Passenger Screening Program - Active Duty		1	1										2
Expedited Passenger Screening Program - Checked	2	1	1			4							8
Expedited Passenger Screening Program - TSA Applicant	3	1			1								5
Expedited Passenger Screening Program - Unchecked	12	21	21	16	25	46							141
Locks			1										3
Locks - Missing or Damaged Lock			1			2							3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1										1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown						1							1
Patdown - Flyer						1							1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	1		1	1	2	1							6
Property - Special Handling - Damaged Items - Carry-On			1		1								2
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							2
Screening	1		1	3	2	5							12
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1				2	1							4
Screening - Procedures/Process			1	2		4							7

TSA Contact 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
SAV	36	32	29	31	30	39	25	32	15	38	28	30	365
2019				6	8	6	15	21	6	15	11	6	94
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				1		1	3	3	1	2	3	1	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	2	1		3		1			8
Mishandling of Passenger Property				1	2	2	4	4	1	4	4	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	2	3	3		4	3	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					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 /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Property - Special Handling				1	4	1	5	3	3	4	3	2	26
Property - Special Handling - Damaged Items - Carry-On					1	1	2		1	1	1		7
Property - Special Handling - Damaged Items - Checked							1	1	2	2			6
Property - Special Handling - Missing Items - Carry-On				1	1		1			1	2	1	7
Property - Special Handling - Missing Items - 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	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 Discrimination						1				1			2
Customer Service	1	2	1	1	2					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									4
Mishandling of Passenger Property	4		4	4	2	2	1		1	1	1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3		4	3	2	2				1			15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1				1		3
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Property - Special Handling	2	1	2	2	1	1						2	11
Property - Special Handling - Damaged Items - Carry-On		1	1										2
Property - Special Handling - Damaged Items - Checked	1			1									2
Property - Special Handling - Missing Items - Carry-On	1			1								1	3
Property - Special Handling - Missing Items - Checked			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 Discrimination							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	8	34
Expedited Passenger Screening Program - TSA PreCheck							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 - Damaged/Missing Items--Carry-on Luggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1		1						1			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1						2
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1							1			1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items							1					1	2
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling	2		1	1		3	3			1	1	3	15
Property - Special Handling - Damaged Items - Carry-On	1					1				1		3	6
Property - Special Handling - Damaged Items - Checked			1	1		1							3
Property - Special Handling - Missing Items - Carry-On	1					1	3				1		6
Property - Special Handling - Missing Items - Checked				1		2			1	3	3	2	12
Screening													

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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
Screening - Lengthy Lines									1	2	2		5
Screening - Procedures/Process				1		2				1	1	2	7
2022	16	24	19	11	12	21							103
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	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	19							78
Expedited Passenger Screening Program	1				2								3
Expedited Passenger Screening Program	2	2	3			1							8
Expedited Passenger Screening Program	9	10	13	8	9	18							67
Locks		2											2
Locks - Missing or Damaged Lock		2											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Property - Special Handling		3	1	1									5
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked		1											1
Screening	1	4					2						7
Screening - Inconsistency	1												1
Screening - Procedures/Process		4					2						6

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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
SAW	1	3	2	1	1	5	1	1	2	2		1	20
2019				1	1		1	1	2	1			7
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening								1					1
Screening - Procedures/Process								1					1
2020		1				1				1			3
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-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 - Disarrayed Items--Carry-on or Checked						1							1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1	2	2			2							7
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	1	1											2
Screening				2									2
Screening - Children				1									1
Screening - Procedures/Process				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
SBA	6	5	9	14	7	14	6	4	8	12	13	8	106
2019				1	2	3	3	1	3	7	5	3	28
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service					1	1	1			1			4
Customer Service - Others					1								1
Customer Service - TSO						1	1				1		3
Patdown				1	1	1	1		2	2	2		10
Patdown - Flyer				1	1	1	1		2	2	2		10
Persons w/ Disabilities (PWD)										2	1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)										1			1
Property - Special Handling						1			1	2	1	1	6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked									1		1		2
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
2020	5	1	5	5		1			1	1		1	20
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1		1	2									4
Customer Service - Others	1												1
Customer Service - TSO			1	2									3
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	2	1		1									4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Mishandling of Passenger Property - Disa	1												1
Patdown	1		1	1									3
Patdown - Flyer	1		1	1									3
Property - Special Handling			1	1								1	3
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	1					1			1				3
Screening - Procedures/Process	1					1			1				3
2021		1	1		3	1	3	3	4	4	8	4	32
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service							1		1	2	1	1	6
Customer Service - TSO							1		1	2	1	1	6
Expedited Passenger Screening Program								1	2	1	5	3	12
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	5	3	11
Mishandling of Passenger Property		1	1		2	1							5
Mishandling of Passenger Property - Damaged/Missi		1	1		2	1							5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Ice/Gel Packs										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1		2	2					5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							2	1					3
Screening - Retrieving Abandoned/Confiscated Items					1								1
2022	1	3	3	8	2	9							26
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		2	3	6	2	8							21
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program - TSA PreC		2	3	4	2	8							19
Patdown													1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening				1									1
Screening - Procedures/Process				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
SBN	5	5	4	7	6	13	2	7	3	5	4	5	66
2019				2	2	2	1	3		3	1	3	17
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1		2					1		4
Customer Service - TSO				1		2					1		4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1		2		1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling				1	1							3	5
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	3
Screening							1	1					2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process								1					1
2020	1	1	1	1		3					2		9
Customer Service						1							1
Customer Service - Others						1							1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missii			1	1									2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening	1			1		2					1		5
Screening - Inconsistency	1												1
Screening - Procedures/Process				1		2							3
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	2	2		2	2	1	1	4	3	2	1	2	22
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program				1	1	1		1	2	1		2	9
Expedited Passenger Screening Program - TSA Application Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck				1	1	1			2	1		1	7
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Electronic Devices							1						1
Property - Special Handling	1	1		1					1	1			5
Property - Special Handling - Damaged Items - Check			1	1					1				3
Property - Special Handling - Missing Items - Checked	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening								3					3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								2					2
2022	2	2	3	2	2	7							18
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2							9
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1	1	1	1	2							8
Patdown		1											1
Patdown - General		1											1
Screening			1		1	4							6
Screening - Inconsistency						2							2
Screening - Procedures/Process			1		1	2							4

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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
SBP	4	4	6	1	11	10	9	3	4	6	3	3	64
2019				1	2	2	4	3	2	6	2	3	19
Customer Service					1	1	2		1			1	6
Customer Service - Others						1	1						2
Customer Service - TSO					1		1		1			1	4
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property						1	2	2			1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	2					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1	1	3
Patdown				1									2
Patdown - Flyer				1									2
Persons w/ Disabilities (PWD)					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2020			3		2				2	2			9
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property			3		1				1				5
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1				1				5
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2021					1	1	5			4	1		12
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										3	1		4
Customer Service - TSO										3	1		4
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening					1		1			1			3
Screening - Procedures/Process					1		1			1			3
2022	4	4	3		6	7							24
Customer Service	1				2								3
Customer Service - TSO	1				2								3
Expedited Passenger Screening Program	2	4	2		3	6							17
Expedited Passenger Screening Program	2	4	2		3	6							17
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							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
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 - Damaged/Missi			1	1								1	3
2021							1						4
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program - TSA PreCheck													2
Patdown													1
Patdown - Flyer													1
Screening								1					1
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process												1	1
2022	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
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 PreCheck					1								1

TSA Contact 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
SCK	2	1	3	4		1	1		1	1	4	2	20
2019				1					1		2	2	4
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property				1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									2
Screening									1				1
Screening - Procedures/Process									1				1
2020	1	1	2	2		1				1			8
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Screening			2							1			3
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process										1			1
2021				1			1				2	2	6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service													1
Customer Service - TSO													1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked											1		1
Screening													1
Screening - Procedures/Process													1
2022	1		1										2
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Patdown				1									1
Patdown - Flyer				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
SDF	40	32	41	36	34	49	9	25	23	37	30	25	381
2019				9	6	13	7	19	11	17	10	7	99
Civil Rights						1		1		1	1		4
Civil Rights - Constitutional Rights						1							1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				2	1	1	1	1		2	1		9
Customer Service - TSO				2	1	1	1	1		2	1		9
Locks				1		2		4	1	2		1	11
Locks - Missing or Damaged Lock				1		2		4	1	2		1	11
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				2	2	2	3	5	3	4	1	4	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	2	2	2	3	2	2	1	4	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2		2			5
Patdown					1				1			1	3
Patdown - Flyer					1				1			1	3
Persons w/ Disabilities (PWD)								1	2	2			5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Service Animals										2			2
Property - Special Handling				3	2	3	2	3	3	5	4	1	26
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1				1	1	2	3		8
Property - Special Handling - Missing Items - Carry-On						1						1	2
Property - Special Handling - Missing Items - Checked				2	2	1	2	2	2	3	1		15
Screening				1		4	1	4		1	3		14
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				1		4	1	4		1	1		12
Screening - Security Breach											1		1
2020	11	9	14	11	9	2		1	2	5	4	7	75
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights	1		1	1							1		4
Civil Rights - Racial Profiling or Discrimination	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			3	1	1			1			1		7
Customer Service - TSO			3	1	1			1			1		7
Locks		2	1	2					1	1			7
Locks - Missing or Damaged Lock		2	1	2					1	1			7
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	2	4	3	2				1	1		2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	2	3	3	2					1		2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2		1										3
Patdown	1		2		1	1					1		6
Patdown - Flyer	1		1			1					1		4
Patdown - Non-Flyer			1		1								2
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	5	1	1	1	4					2		4	18
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked		1			3								4
Property - Special Handling - Missing Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked	4		1	1	1					2		3	12
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	1	2	1	2	1	1				1	1		10
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	2	1	2	1						1		8
Screening - Security Breach										1			1
2021	5	5	9	3	1	5	2	5	10	15	16	11	87
Civil Rights			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Customer Service	2	2	7	1		1		1	2	1	3	1	21
Customer Service - TSO	2	2	7	1		1		1	2	1	3	1	21
Expedited Passenger Screening Program					1	1		2	5	12	6	9	36
Expedited Passenger Screening Program - TSA Application Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck					1	1		2	5	12	5	8	34
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property	2					1			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2					1			1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1			1		2
Patdown - Flyer								1					1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1							2		3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				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
Property - Special Handling	1	2					1	1	2	1	1	1	10
Property - Special Handling - Damaged Items - Carry		1					1		1				3
Property - Special Handling - Damaged Items - Checked									1		1	1	3
Property - Special Handling - Missing Item	1	1						1		1			4
Screening		1				2	1			1	1		6
Screening - Inconsistency						1					1		2
Screening - Procedures/Process		1				1	1			1			4
2022	24	18	18	13	18	29							120
Civil Rights			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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	20	15	12	5	17	22							91
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	2											3
Expedited Passenger Screening Program	19	12	12	5	16	22							86
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
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 - Damaged/Missing Items--C			1										1
Patdown				3									3
Patdown - Flyer				2									2
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	3		2	2	1								8
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Item	1		1										2
Property - Special Handling - Missing Item	2			2	1								5
Screening		1		1		6							8
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		1		4							6

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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
SDY						1			1				2
2021						1			1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						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
SEA	248	270	295	279	327	381	145	184	209	214	289	244	3,085
2019				52	68	80	73	95	92	95	92	90	737
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									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 Discrimination				1				2	2	1		2	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1	1	1		1	1	1	6
Civil Rights - Transgender Screening						1		1	2			1	5
Customer Service				8	13	8	20	15	23	13	21	25	146
Customer Service - Others				1	1	1	1		1		2	1	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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			2	2	2	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	9	9	8	12	15	16	17	16	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed 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
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 Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes							1	1			1		3
Persons w/ Disabilities (PWD) - General						1	1			1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		1		1			1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			2			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						3		2		2	2		9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1						1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ 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 Items - Carry-On				1	3	1	1	1	1	1	2	1	12
Property - Special Handling - Damaged Items - Checked				3	2	3	5	3	3	5	3	6	33
Property - Special Handling - Missing Items - Carry-On				2	4	2	2	5	1	7	5	7	35
Property - Special Handling - Missing Items - Checked				5	4	8	10	5	8	15	6	8	69
Request for Assistance						1				2	1		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 Employee											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	5	92
Screening - Retrieving Abandoned/Confiscated Items				1			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) - Flyer	1												1
Advanced Imaging Technology (AIT) - Flyer as Observer					1								1
Civil Rights	6	1	5	2	2	1	1				3	1	22
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	4	1	1	1			1				1	1	10
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity	2		1	1									4
Civil Rights - Transgender Screening			1		2						1		4
Customer Service	15	12	15	25	11	4	1	4	4	5	6	5	107
Customer Service - Others	4												4
Customer Service - TSO	11	12	15	25	11	4	1	4	4	5	6	5	103
Locks	7	5	6	5	4	1				2	6	1	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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3		4	2							2		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	13	10	24	7	10	7	3	2	8	10	10	11	115
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	5	2	7	2	3	5	1	1	3	1	2	1	33
Notice of Violation/Civil Penalties												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
Notice of Violation/Civil Penalties - General												1	1
Patdown	1	2	3	3		1	1	1	1		1		14
Patdown - Flyer	1	2	3	3		1	1	1	1		1		14
Persons w/ Disabilities (PWD)	5	9	2	6	4	2		1	1	1	5	2	38
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental Disability		1	1										2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General	1									1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				2	1			1					4
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Nonsighted)		4	1								2	1	8
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service Animals	1										1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1			1				1				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ E-Device		3		3									6
Prohibited & Permitted Items													2
Prohibited & Permitted Items - Firearm/Ammunition													1
Prohibited & Permitted Items - Food/Beverages													1
Property - Special Handling	11	13	17	16	24	4	5	6	9	8	17	10	140
Property - Special Handling - Damaged Items	1		1	1				1	1		3	2	10
Property - Special Handling - Damaged Items - Checked Baggage	3	5	6	5	10	1	1	3	1	3	5	1	44
Property - Special Handling - Missing Items	3		2	1	5	2	1	2	2	1	1	4	24
Property - Special Handling - Missing Items - Checked Baggage	4	8	8	9	9	1	3		5	4	8	3	62
Request for Assistance				1		1							2
Request for Assistance - Other				1		1							2
Screening	15	13	17	5	13	10	4	3	5	4	9	6	104
Screening - Crew Member or Airline Employee						1	1		1				3
Screening - Inconsistency	1	1				1				1			4
Screening - Lengthy Lines	4		2	2	4								12
Screening - Procedures/Process	10	11	10	3	9	6	3	3	4	2	9	5	75
Screening - Retrieving Abandoned/Confiscated Items		1	1			1							3
Screening - Security Breach			4			1				1		1	7
2021	49	35	25	32	26	36	56	71	85	88	135	114	752
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1	2	1		2	1	4	5	3	5	3	27
Civil Rights - Constitutional Rights									1		1		2
Civil Rights - Hair Patdowns									1		1		2
Civil Rights - Racial Profiling or Discrimination		1	2	1				2	1	1	2	3	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	2	2	2	1		9
Civil Rights - Transgender Screening						1							1
Customer Service	8	6	10	17	7	9	10	17	14	18	24	23	163
Customer Service - CSM		1											1
Customer Service - Others					1	1							2
Customer Service - TSO	8	5	10	17	6	8	10	17	14	18	24	23	160
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			2	1	1	7	17	18	38	34	69	63	250
Expedited Passenger Screening Program - DoD							1				1		2
Expedited Passenger Screening Program - TSA Application Program							2	3	4		7	4	20
Expedited Passenger Screening Program - TSA PreCheck			2	1	1	7	14	15	34	34	60	59	227
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General												1	1
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Locks	3	1									1	1	6
Locks - General											1		1
Locks - Missing or Damaged Lock	3	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	8	10	3	3	3	3	3	5	4	2	4	2	50
Mishandling of Passenger Property - Damaged/Missing			1	2				3			1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	7	1	3	2	2	3	2	3	2	2		32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disposition	3	2				1			1		1	1	9
No Jurisdiction				2	2		1	2			1		8
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP				1	1								2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other				1			1	1			1		4
Patdown	3				1	1	2	3	3	2		1	16
Patdown - Flyer	2				1	1	2	3	3	1		1	14
Patdown - General										1			1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	3			1		3	4	4	3	9	4	3	34
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes	2					1				1		2	6

TSA Contact 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
Persons w/ Disabilities (PWD) - General								1		1	1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1			1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1	2	1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				2	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1					1		1		3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelcha		1					2				2	1	6
Prohibited & Permitted Items			1		1						2	1	7
Prohibited & Permitted Items - Firearm/Ammunition			1			1							2
Prohibited & Permitted Items - Food/Beverages										1	1		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1							1	2
Prohibited & Permitted Items - Lighters/Matches											1		1
Property - Special Handling	16	9	3	2	2	7	6	15	13	7	11	9	100
Property - Special Handling - Damaged It	1			1	1	1	1	2	2	2	2	3	16
Property - Special Handling - Damaged It	4	4	1			1	2	5	2		1	3	23
Property - Special Handling - Missing Item	7				1	2	3	2	4	3	5	1	28
Property - Special Handling - Missing Item	4	5	2	1		3		6	5	2	3	2	33
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	7	6	4	4	8	3	11	3	5	8	13	6	78
Screening - Inconsistency		1	1	1	1		2	1		1	1		9
Screening - Lengthy Lines							4	1		2	2	1	10
Screening - Procedures/Process	7	5	3	3	7	3	5	1	5	5	7	5	56
Screening - Retrieving Abandoned/Confiscated Items											3		3
2022	117	167	169	120	160	229							962
Airline		1				1							2
Airline - Policy/Regulations/Service		1				1							2
Civil Rights	7	4	1	3		1							16
Civil Rights - Constitutional Rights	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimin	2	3	1	3									9
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	2	1											3
Civil Rights - Transgender Screening	1												1
Claims	1				1								2
Claims - General	1												1
Claims - Status					1								1
Customer Service	13	19	22	7	13	28							102
Customer Service - CSM						1							1
Customer Service - Others		1											1
Customer Service - TSO	13	18	22	7	13	27							100
Expedited Passenger Screening Program	61	114	118	84	119	160							656
Expedited Passenger Screening Program - Children Under 12					1								1
Expedited Passenger Screening Program - DoD		2	1	2	1	3							9
Expedited Passenger Screening Program	5	13	10	8	4	5							45
Expedited Passenger Screening Program	56	98	107	74	111	152							598
Expedited Passenger Screening Program - TSA/DHS		1			2								3
Identification (ID) Requirements	1	2		1									4
Identification (ID) Requirements - Domest	1	2											3
Identification (ID) Requirements - Minors Domestic				1									1
Locks	1			1	1	2							5
Locks - Missing or Damaged Lock	1			1	1	2							5
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	3	2	5	4	3							23
Mishandling of Passenger Property - Dam	2	1	1	1	1								6
Mishandling of Passenger Property - Damaged/Missin	2		1	4	1	2							10
Mishandling of Passenger Property - Disa	4					2	1						7
No Jurisdiction		1	2	1	2								6
No Jurisdiction - Refer to CBP			1			2							3
No Jurisdiction - Refer to Other		1	1	1									3
Patdown	2	1	1	1		3							8
Patdown - Flyer	2		1	1		2							6
Patdown - Flyer as Observer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	5	3	7	1		3							19
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes		1				3							4
Persons w/ Disabilities (PWD) - General		1	1	1									3
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically	2	1											3
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			3										3
Persons w/ Disabilities (PWD) - Service Animals			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Knives/Tools/Razors/€		2											2
Property - Special Handling	11	8	9	9	7	11							55
Property - Special Handling - Damaged It	3	1		6	4	1							15
Property - Special Handling - Damaged It	3	2	1		1	5							12
Property - Special Handling - Missing Item	3	3	3	2		1							12
Property - Special Handling - Missing Item	2	2	5	1	2	4							16

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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
Screening	9	9	7	6	13	17							61
Screening - Children					2								2
Screening - Inconsistency	2		1		1	1							5
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3					4						8
Screening - Procedures/Process	6	5	6	5	10	10							42
Screening - Retrieving Abandoned/Confiscated Items		1				2							3

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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
SFB	26	33	27	29	34	42	30	15	34	27	33	19	349
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 Discrimination									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 - Damaged/Missing Items Private Scree				1	1	1						1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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 Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling						3	5	2	1	1	2		14
Property - Special Handling - Damaged Items - Carry-On							2						2
Property - Special Handling - Missing Items - Carry-On						2	1		1		2		6
Property - Special Handling - Missing Items - Checked						1	2	2		1			6
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening					2	2	3	4	3	2	3	2	21
Screening - Lengthy Lines								1		2	1		4
Screening - Procedures/Process					2	2	3	2	3		2	2	16
Screening - Retrieving Abandoned/Confiscated Items								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 Discrimination	1												1
Customer Service	3	3	6	2	2	4		1	2	3	2	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 - Damaged/Missing Items Private Scree				1						2			3
Mishandling of Passenger Property - Damaged/Missin		1	1			1		1					4
Mishandling of Passenger Property - Disarrayed 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 Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respirator		1											1
Property - Special Handling			2	3		1	1		2	2		1	12
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-On			1	1			1			1			4
Property - Special Handling - Missing Items - Checked				1					2			1	4
Screening	4	4	5	4		4					1	2	24
Screening - Children				1									1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												1	1
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	3	5	3		4					1		17
Screening - Retrieving Abandoned/Confiscated	1												1
2021	4	8	1	4	2	7	10	5	14	10	16	7	88
Civil Rights			1	1	1		3	1	1				8
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination						1							5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			3		1				2
Customer Service	5			2		5	1	2	3	3	5	2	28
Customer Service - TSO		5		2		5	1	2	3	3	5	2	28
Expedited Passenger Screening Program								1	3	1	2		7
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	2	1	2		6
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property					1	1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1							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
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown							1			1	3		5
Patdown - Children							1						1
Patdown - Flyer										1	2		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1	1				1			2			5
Persons w/ Disabilities (PWD) - Autism S		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not			1										1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling			1				1	1	1	2	2		8
Property - Special Handling - Damaged Items - Carry			1						1	2	1		5
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Checked								1					1
Screening	3	1		1			4		4	1	3	4	21
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1		1			3		3		2	3	16
Screening - Retrieving Abandoned/Confiscated Items									1	1	1		3
2022	12	14	8	8	16	8							66
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1								3
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			1		1								2
Claims		1											1
Claims - Status		1											1
Customer Service		2	1		2	3							8
Customer Service - TSO		2	1		2	3							8
Expedited Passenger Screening Program	6	6	4	4	9	2							31
Expedited Passenger Screening Program - TSA Application Program				1	1								2
Expedited Passenger Screening Program	6	6	4	3	8	2							29
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											2
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	1												1
Patdown	2	1		2	1								6
Patdown - Children		1											1
Patdown - Flyer	1			1	1								3
Patdown - Flyer as Observer	1												1
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1				1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling			1		1								2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1		1	2		2							6
Screening - Procedures/Process	1		1	2		2							6

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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
SFO	191	229	196	195	267	427	87	94	145	152	189	165	2,337
2019				51	52	58	61	59	65	60	76	51	533
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								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
Civil Rights - National Origin				1					1		1		3
Civil Rights - Racial Profiling or Discrimination				1	2	1		1	1	3	2	2	13
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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				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
Mishandling of Passenger Property				7	6	7	6	5	6	12	5	12	66
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				5	2	6	3	1	2	5	2	5	31
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	2	2	5	2	7	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	3			1	2	2	1		10
Patdown				3	5	2	4	4	3	3	5	5	34
Patdown - Flyer				3	5	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 Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing Impairment										2			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) - Mobility Disability (Not Wheelchair or Scooter)					2				1	2			5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1			1	2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		1			2		1		6
Property - Special Handling				8	3	7	8	10	5	3	8	4	56
Property - Special Handling - Damaged Items - Carry-On				1		1	1	1			2	1	7
Property - Special Handling - Damaged Items - Checked					1	2	3	3	1	1	2		13
Property - Special Handling - Missing Items - Carry-On				2	1	1	1	2	2		2	3	14
Property - Special Handling - Missing Items - Checked				5	1	3	3	4	2	2	2		22
Request for Assistance												1	2
Request for Assistance - Other												1	1
Request for Assistance - Wounded Warrior (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	16
Screening - Procedures/Process				7	11	9	11	14	13	5	10	6	86
Screening - Retrieving Abandoned/Confiscated Items						1					1	1	3
Screening - Security Breach					2			1	1	1		3	8
2020	47	49	58	55	53	33	4	4	11	13	13	16	356
Civil Rights	3	1	2	2	4	1			1	2			16
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimination	1	1	2		2				1	2			9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Civil Rights - Transgender Screening	1												1
Customer Service	11	13	12	10	15	13	1		3	2	2	1	83
Customer Service - Others		2	2	1	2								7
Customer Service - TSO	11	11	10	9	13	13	1		3	2	2	1	76
Flying Armed												1	1
Flying Armed - General											1		1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues							1						1
Locks	2	2		4	4				1	1	3		17
Locks - Missing or Damaged Lock	2	2		4	4				1	1	3		17
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	7	4	11	7	6	5	1	1	2	1	4	4	53
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2		4	3	3	2			1	1	3		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4	4	6	4	1	3	1	1	1			1	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1		2						1	1	6
Patdown	3	5	3	1	2	2		1					18
Patdown - Flyer	2	5	3	1	2	2		1					17
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	3	6		3					1	1	1	19
Persons w/ Disabilities (PWD) - Autism Spectrum			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
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) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1		1								3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility D	1		2		1					1			5
Persons w/ Disabilities (PWD) - Touch Av	1		1		1								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1										2
Property - Special Handling	5	6	5	11	3	5		2	3	2		4	46
Property - Special Handling - Damaged Items - Carry-On			1	2				1	1				5
Property - Special Handling - Damaged It	1			3	1	2			1	1		2	11
Property - Special Handling - Missing Item	2	2	3	2								1	10
Property - Special Handling - Missing Item	2	4	1	4	2	3		1	1	1		1	20
Screening	12	15	19	19	16	6	2		1	4	2	4	100
Screening - Crew Member or Airline Employee					1						1		2
Screening - Lengthy Lines	5	3	4	6	2								20
Screening - Procedures/Process	5	12	14	10	13	6	1		1	4	1	4	71
Screening - Retrieving Abandoned/Confis	1			3									4
Screening - Security Breach	1		1				1						3
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2021	18	23	7	11	17	17	22	31	69	79	100	98	492
Civil Rights	1	2		1		2		1	3	3	4	1	18
Civil Rights - Hair Patdowns		1											1
Civil Rights - Headwear										2			2
Civil Rights - Racial Profiling or Discrimi	1	1				2		1	2	1	2	1	11
Civil Rights - Sex/Gender Identity- Not Transgender				1							2		3
Civil Rights - Transgender Screening									1				1
Claims					1		1						2
Claims - General					1		1						2
Customer Service	5	4	2	2	2	3	3	4	10	6	6	3	50
Customer Service - Others	1					1			2	1			5
Customer Service - TSO	4	4	2	2	2	2	3	4	8	5	6	3	45
Expedited Passenger Screening Program					1	5	10	13	40	59	72	84	284
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program								2	3	2	2	2	11
Expedited Passenger Screening Program - TSA PreCheck					1	5	10	10	36	56	70	82	270
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1	1			2
Identification (ID) Requirements							1	1			1		3
Identification (ID) Requirements - Domestic							1	1			1		3
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	3	6	2	3	5	2		3	4	1	4	2	35
Mishandling of Passenger Property - Dam	1	2	1										4
Mishandling of Passenger Property - Dam	2	1							1		2	1	7
Mishandling of Passenger Property - Damaged/Missi	3			2	5	2		3	2	1	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1					1				3
No Jurisdiction				1	1			3	1	1			7
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1			3	1	1			6
Patdown						2	1		1	1	2		7
Patdown - Flyer						2	1		1	1	1		6
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	2						1				2		5
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Prohibited & Permitted Items							1			1			2
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages							1						1
Property - Special Handling	2	5	1	3	5	2	2	1	3	3	1	4	32
Property - Special Handling - Damaged It	1			1		1	1	1	2	1			8
Property - Special Handling - Missing Items - Carry-C	4	1			1		1			2		3	12
Property - Special Handling - Missing Item	1	1		2	4	1			1		1	1	12
Screening	4	6	2	1	2	1	2	4	7	2	8	4	43
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process	4	6	2	1	2	1	2	3	5	2	8	2	38
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
TWIC										1			1
TWIC - Status										1			1
2022	126	157	131	78	145	319							956
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informati		1											1
Airline		1				1							2
Airline - Policy/Regulations/Service		1				1							2
Civil Rights	2	3	4	1	1	2							13
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin			1										1
Civil Rights - Race					1	2							3
Civil Rights - Racial Profiling or Discrimination		3	2	1									6

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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
Civil Rights - Sex/Gender/Gender Identity	1		1										2
Claims		1											1
Claims - General		1											1
Customer Service	3	11	11	8	8	4							45
Customer Service - TSO	3	11	11	8	8	4							45
Expedited Passenger Screening Program	98	124	99	56	128	296							801
Expedited Passenger Screening Program - DoD				1	1	2							4
Expedited Passenger Screening Program	10	13	10	5	6	2							46
Expedited Passenger Screening Program	88	110	89	50	121	290							748
Expedited Passenger Screening Program - TSA/DHS		1				2							3
Identification (ID) Requirements						1		1					2
Identification (ID) Requirements - Domestic						1		1					2
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Lost and Found		2		1									3
Lost and Found - Airport/TSA		2		1									3
Mishandling of Passenger Property	1	4					1						6
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Damaged/Missii		2					1						3
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction			3	1			1						5
No Jurisdiction - Refer to CBP			2										2
No Jurisdiction - Refer to Other			1	1			1						3
Patdown	1		3	1			1						6
Patdown - Children			1										1
Patdown - Flyer	1		2	1			1						5
Persons w/ Disabilities (PWD)	2		2			1	1						6
Persons w/ Disabilities (PWD) - Autism Sp	1		1			1							3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	4	1		5	1	1							12
Property - Special Handling - Damaged It	1			3									4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1	1		2									4
Property - Special Handling - Missing Item	1				1	1							3
Screening	14	7	7	5	5	10							48
Screening - Inconsistency	2	1	1										4
Screening - Lengthy Lines		1				1	2						4
Screening - Military						1							1
Screening - Procedures/Process	12	5	5	5	2	8							37
Screening - Retrieving Abandoned/Confiscated Items			1			1							2
TWIC	1												1
TWIC - General	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
SGF	14	9	7	12	13	13	1	7	17	9	7	6	115
2019				1		1	1	2	7	3	4	1	20
Civil Rights										1	1	1	3
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination										1			2
Customer Service									1				1
Customer Service - TSO									1				1
Locks							1						2
Locks - Missing or Damaged Lock							1						2
Mishandling of Passenger Property									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1		3
Patdown									3	1			4
Patdown - Flyer									2	1			3
Patdown - Flyer as Observer									1				1
Property - Special Handling				1			1	2					4
Property - Special Handling - Damaged Items - Checked				1			1	2					4
Screening									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 Discrimination	2				1					1			4
Customer Service		2				1		1					4
Customer Service - Others		1				1							2
Customer Service - TSO		1						1					2
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property						1				1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown			2		1					1			4
Patdown - Flyer			2		1					1			4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling	2			1				1				1	6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked	1							1					2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1											1	2
Screening		1		1	1	1							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		1	1								3
2021	3	1		1		2		3	10	1	3	2	26
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	1							1	1				3
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Transgender Screening	1												1
Customer Service				1					3				4
Customer Service - CSM									1				1
Customer Service - TSO				1					2				3
Expedited Passenger Screening Program								1	4	1	1		7
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	3	1	1		6
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks							1						1
Locks - General							1						1
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	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) - Mobility Disabilities	1												1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1										1	2
Screening - Inconsistency												1	1
Screening - Security Breach		1											1
2022	6	5	5	6	10	7							39
Customer Service	1	2			1								4
Customer Service - TSO	1	2			1								4
Expedited Passenger Screening Program	3	3	2	3	6	6							23
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreCheck	3	3	2	3	5	6							22
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 - Damaged/Missing Items--Checked Baggage						1							1
Patdown			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
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Property - Special Handling		1		1		1							3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1		1		1							4
Screening - Inconsistency						1							1
Screening - Procedures/Process		1		1									3

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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
SGU	5	4	3	2	1	9	4	3	1	2	2	3	39
2019				2	1	3	1	2				3	8
Customer Service				1		1							2
Customer Service - Others						1							1
Customer Service - TSO				1									1
Mishandling of Passenger Property						1		1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Checked						1		1					2
Screening				1			1						2
Screening - Procedures/Process				1			1						2
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 - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Screening													1
Screening - Procedures/Process													1
2021	1	2	1		1	3	3	1	1	1	1	2	17
Civil Rights		1				1							2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1		1	1						1	4
Customer Service - Others					1								1
Customer Service - TCC			1										1
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program						1	1			1			3
Expedited Passenger Screening Program - TSA PreCheck						1	1			1			3
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling	1							1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items	1												1
Screening			1				2		1			1	5
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process							1		1				2
2022	4	1	2			3							10
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	3		1			3							7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2		1			3							6
Screening			1										1
Screening - Inconsistency			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
SHD	1							1	4	1	1		8
2019									1	1			2
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
2020	1										1		2
Property - Special Handling	1										1		2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Checked											1		1
2021								1	3				4
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - Active Duty Military								1					1
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Flyer as Observer										1			1
Screening										1			1
Screening - Inconsistency										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
SHR	2	4		2	4	3			1	2	4	3	25
2019				1		1					3	1	6
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property				1		1					2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Patdown												1	1
Patdown - Flyer												1	1
2020		1			2								3
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-C			1										1
2021									1	2	1	2	6
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1	2	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											1	1	2
2022	2	3		1	2	2							10
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Claims		1											1
Claims - General		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1			1	2						4
Expedited Passenger Screening Program - TSA PreC			1			1	2						4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown			1										1
Patdown - General			1										1
Screening				1									1
Screening - Procedures/Process				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
SHV	7	5	8	7	11	6	1	5	8	6	11	3	78
2019					1	6	1	4	3	4	3	1	17
Customer Service					1		1	1	2	1	1		7
Customer Service - Others								1	2		1		4
Customer Service - TSO					1		1			1			3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		2			3
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling								1			1	1	3
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked								1					1
Screening										1			1
Screening - Procedures/Process										1			1
2020	1	2	5	3	2	1		1			2		17
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 - Damaged/Missing Items--C			1		1	1							3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling	1	1		2							1		5
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked				2							1		3
Screening			1								1		2
Screening - Procedures/Process			1										1
Screening - Security Breach											1		1
2021	4		1		4				5	2	6	2	24
Civil Rights									1			1	2
Civil Rights - Racial Profiling or Discrimination									1			1	2
Customer Service									1	1	1		3
Customer Service - CSM										1			1
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program									2	1	2		5
Expedited Passenger Screening Program - TSA PreCheck									2	1	2		5
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling	1							1			2		4
Property - Special Handling - Damaged Items	1										2		3
Property - Special Handling - Missing Items - Checked								1					1
Screening			1		1				1		1	1	5
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1						1		1		3
2022	2	3	2	4	4	5							20
Customer Service		2				1							3
Customer Service - TSO		2				1							3
Expedited Passenger Screening Program	1		1	4	1	2							9
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1	4	1	1							8
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening			1		3	1							5
Screening - Inconsistency						1							1
Screening - Procedures/Process					3								3
Screening - Retrieving Abandoned/Confiscated Items			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
SIT	2	3	2	1	1	2			4	4	2		21
2019					1	2			1	3	1		6
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property									1	2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1
2020	1	2		1					2		1		7
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	2								1			4
Screening - Procedures/Process	1	2								1			4
2021	1					2			1	1			5
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling						1				1			2
Property - Special Handling - Missing Items - Checked						1				1			2
Screening	1												2
Screening - Inconsistency									1				1
Screening - Procedures/Process	1												1
2022		1	2										3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact 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
SJC	68	79	90	87	95	109	46	48	49	75	70	86	902
2019				27	24	23	31	33	32	43	31	39	283
Civil Rights							3	3	1	1	2	1	11
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination							1	1	1			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1		1	1		4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening							1						1
Customer Service				4	6	3	7	7	5	10	8	8	58
Customer Service - Others						1	2						3
Customer Service - TSO				4	6	2	5	7	5	10	8	8	55
Locks					3	3	1	1	1	2	1	1	13
Locks - Missing or Damaged Lock					3	3	1	1	1	2	1	1	13
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property				12	3	8	8	4	6	9	6	7	63
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				12	2	7	7	1	6	8	5	6	54
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1	2		1			6
Patdown				1	1			2	2	2		2	10
Patdown - Flyer				1	1			1	2	1		1	7
Patdown - Flyer as Observer								1		1		1	3
Persons w/ Disabilities (PWD)				2		2	2	2	1	2	5	4	20
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes											2	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1	1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1		1	1		4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		2		1	1		1	2	9
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling				7	8	5	4	10	8	11	4	10	67
Property - Special Handling - Damaged Items - Carry-On					1	1		1		2		2	7
Property - Special Handling - Damaged Items - Checked				2	3		1	1		1		2	10
Property - Special Handling - Missing Items - Carry-On						1		5	3	1	2	2	14
Property - Special Handling - Missing Items - Checked				5	4	3	3	3	5	7	2	4	36
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening				1	2	2	5	3	8	6	5	6	38
Screening - Children									1				1
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1	1	4	3	7	6	3	6	31
Screening - Retrieving Abandoned/Confiscated Items				1			1				2		4
2020	29	24	43	25	21	19	4	1	5	7	6	11	195
Civil Rights	3	1	3		1				1		1	1	11
Civil Rights - Racial Profiling or Discrimination	3	1	2		1				1			1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening			1										1
Customer Service	4	2	7	2	5	1				1			22
Customer Service - Others				1									1
Customer Service - TSO	4	2	7	1	5	1				1			21
Locks			1	3	1	2							2
Locks - Missing or Damaged Lock			1	3	1	2							9
Lost and Found			2							1			3
Lost and Found - Airport/TSA			2							1			3
Mishandling of Passenger Property	4	4	15	7	5	4	1			2	3	3	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1				1					1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	13	4	5	3	1			2	2	2	38
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			2	3									5
Patdown	3		1	2	1				1			1	9
Patdown - Flyer	3		1	2	1				1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3	3		2	1	3	1						13
Persons w/ Disabilities (PWD) - Cognitive /Developmental Delay		1				1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1	1		2		1	1						6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	6	6	13	7	5	6	2	1	2	1	1	4	54
Property - Special Handling - Damaged Items - Carry-On	1	1		1	1								5
Property - Special Handling - Damaged Items - Checked	3	1	1	2	1	2		1	1				12
Property - Special Handling - Missing Items - Carry-On	2	2	4	1	1	2					1	1	12
Property - Special Handling - Missing Items - Checked	2	2	8	3	2	2	2		1	1		2	25
Screening	6	8	1	2	2	3			1	2		1	26
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines	2	1				1							4
Screening - Procedures/Process	4	7	1	1	2	2			1	1		1	20
2021	9	4	6	3	8	8	11	14	12	25	33	36	169
Civil Rights	1		1		4		2	2		1	1		12
Civil Rights - Constitutional Rights							1						1
Civil Rights - Headwear					2								2
Civil Rights - Racial Profiling or Discrimination	1				2		1	2		1	1		8
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Customer Service		1	1	2	1	1	2	1	5	4	5	4	27
Customer Service - CSM						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
Customer Service - TSO		1	1	2	1		2	1	5	4	5	4	26
Expedited Passenger Screening Program						3	2	8	5	18	23	19	78
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program						1				1	3	3	8
Expedited Passenger Screening Program - TSA PreCheck						1	2	8	5	17	20	16	69
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks							1						1
Locks - General							1						1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1		3					1				1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1		2					1					4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
No Jurisdiction						1	1		1			1	4
No Jurisdiction - Refer to Other					1	1		1				1	4
Patdown	1											1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		1					2	1	1	1	1	2	9
Persons w/ Disabilities (PWD) - General								1		1			2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2		1		1	1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling	5	1		1		2	1			1	2	5	18
Property - Special Handling - Damaged Items - Carry-On	1			1			1				2	4	9
Property - Special Handling - Damaged Items - Carry-On	1	1				1							3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On	3					1				1			5
Screening	1	1	1		2				1		1	3	10
Screening - Opposite Gender												1	1
Screening - Procedures/Process	1		1		2				1		1	2	8
Screening - Shoe Screening		1											1
2022	30	51	41	32	42	59							255
Civil Rights	1	3		1									5
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination	1	3											4
Customer Service	5	7	3	6		7							28
Customer Service - TSO	5	7	3	6		7							28
Expedited Passenger Screening Program	22	35	30	19	37	43							186
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	7	5	1	1	1							16
Expedited Passenger Screening Program	21	28	25	18	36	41							169
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks			1		1	1							3
Locks - Missing or Damaged Lock			1		1	1							3
No Jurisdiction				1									3
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other				1									1
Patdown	1	1	2	1			1						6
Patdown - Flyer	1	1	1	1									4
Patdown - Flyer as Observer			1				1						2
Persons w/ Disabilities (PWD)			1	2		1							4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling		2			2								4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On		2			1								3
Screening	1	1	3	2	2	6							15
Screening - Inconsistency				1		2							3
Screening - Procedures/Process	1	1	3	1	2	3							11
Screening - Retrieving Abandoned/Confiscated Items						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
SJT													
2019		2	4	4		1	1		1		2	3	18
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						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Patdown								1					1
Patdown - Flyer							1						1
2020			2								1	2	5
Civil Rights												2	2
Civil Rights - Hair Patdowns												2	2
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2021			1	1					1		1		4
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2
No Subject				1									1
No Subject - General				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
2022			2	1									3
Expedited Passenger Screening Program		1	1										2
Expedited Passenger Screening Program - TSA PreC		1	1										2
Screening			1										1
Screening - Procedures/Process			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
SJU	51	54	73	99	73	82	43	37	47	61	55	64	739
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 Discrimination									1				1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				5	4	4	3	3	4	9	7		39
Customer Service - Others					1			1		2	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 - Damaged/Missing Items--Carry-on Luggage								1		1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				10	7	8	2	4	5	6	2	7	51
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1		1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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
Persons w/ Disabilities (PWD)				1			1		1	1		1	5
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling				7	3	5	7	6	6	13	4	10	61
Property - Special Handling - Damaged Items - Carry-On								1	1	1			3
Property - Special Handling - Damaged Items - Checked				1		3		2		3	2	2	13
Property - Special Handling - Missing Items - Carry-On							3	1	2	3		3	12
Property - Special Handling - Missing Items - 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/Confiscated Items				1									1
2020	20	20	27	35	23	13	2	1	7	10	15	11	184
Civil Rights			1	2						1	1	3	8
Civil Rights - Racial Profiling or Discrimination			1	2						1	1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												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
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 - Damaged/Missing Items--Carry-on Luggage			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	5	7	8	5	1			4		3	3	41
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			2		1	1							4
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2	1	1	3		3			1	1		1	13
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2		1			2							5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	8	6	5	10	5	3			1	5	7		50
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked	2		3	1	1	2				2	3		14
Property - Special Handling - Missing Items - Carry-On	2	1	2	1	1	1			1		2		10
Property - Special Handling - Missing Items - Checked	4	5	2	6	3					3	2		25
Screening	3	4	3	6	4	1	1	1	1	2	1	1	28
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines				3	2								5
Screening - Procedures/Process	3	3	3	3	2	1	1	1	1	1	1		20
2021	11	9	1	6	7	14	20	15	17	15	27	30	172
Civil Rights							1	2			1		4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination							1	1			1		3
Customer Service	7	2	1	3	4	4	3	1	5	5	5	6	46
Customer Service - Others	2					1		1			1		5
Customer Service - TSO	5	2	1	3	4	3	3		5	5	4	6	41
Expedited Passenger Screening Program				1	1	4	4	3	9	6	15	14	57
Expedited Passenger Screening Program - DoD									1	2	1		4

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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
Expedited Passenger Screening Program - TSA Application Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	3	3	7	4	13	13	49
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1				1		2
Hazardous Materials Safety							1		1				2
Hazardous Materials Safety - General							1		1				2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1	1			1	2	1			2		8
Mishandling of Passenger Property - Damaged		1	1			1	2				2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown		1						2					3
Patdown - Flyer		1						2					3
Persons w/ Disabilities (PWD)						1		1			1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Prohibited & Permitted Items				1								1	2
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling		1	2			3	5	3	1	1	1	5	22
Property - Special Handling - Damaged Items - Carry-On							1		1			2	4
Property - Special Handling - Damaged Items - Checked			2				2			1			5
Property - Special Handling - Missing Items - Carry-On						2	2	3			1		8
Property - Special Handling - Missing Items - Checked		1				1						3	5
Screening		1	3	1	1	2	3	2	1	3	2	1	20
Screening - Inconsistency					1		1					1	3
Screening - Lengthy Lines						1		1		3			5
Screening - Procedures/Process		1	3	1		1	2	1	1		2		12
2022	20	25	45	32	23	31							176
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		4	2	6	1	2	3						18
Customer Service - Others				1									1
Customer Service - TSO		4	2	5	1	2	3						17
Expedited Passenger Screening Program		11	15	31	25	21	22						125
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - TSA/DHS Employees		1	1	5	2								9
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In		10	14	30	18	18	22						112
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1	1	1							3
Identification (ID) Requirements			1				2						3
Identification (ID) Requirements - Domestic			1				2						3
Lost and Found					1		1						2
Lost and Found - Airport/TSA					1		1						2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged		1											1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				2			1						3
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling		2	2	1									5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On		1	1										2
Property - Special Handling - Missing Items - Checked		1		1									2
Screening		1	4	4	4		1						14
Screening - Inconsistency				1									1
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process		1	4	2	3		1						11

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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
SLC	152	135	146	171	187	230	74	84	83	129	128	114	1,633
2019				39	33	40	38	36	30	48	36	33	333
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							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 Discrimination				3		3		4		1	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
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 - Damaged/Missing Items--Carry-on Lug				4						1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	7	7	3	5	8	6	6	7	54
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	3	2	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 Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		3			1			5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2		1			1				4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling				9	9	10	10	13	6	15	5	8	85
Property - Special Handling - Damaged Items - Carry-On				1		2	2			3	1	1	10
Property - Special Handling - Damaged Items - Checked				3	4	2	4	3	1	3	2		22
Property - Special Handling - Missing Items - Carry-On				3	1	1		5	1	2		1	14
Property - Special Handling - Missing Items - 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 Employee				1									1
Screening - Inconsistency				1					1	2			4
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/Confiscated 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 - Constitutional Rights	1				1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination		1	2		4	1				1		1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			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	4	2		2		1		2	1	2	19
Locks - Missing or Damaged Lock	3	2	4	2		2		1		2	1	2	19
Mishandling of Passenger Property	11	6	6	9	9	13		2	1	4	7	6	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3				1								4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	7	4	4	7	8	9		2	1	4	6	5	57
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	2	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											1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2			2									4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1		1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch and/or Temperature Sensitivity	1					1							2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1		1		2	2							6
Property - Special Handling	11	8	11	8	7	7	2	1	4	6	4	4	73
Property - Special Handling - Damaged Items - Carry-On		1	1		1		1			1	1	2	8
Property - Special Handling - Damaged Items - Checked	5	4	2	1	3	2			1	3	2	2	25
Property - Special Handling - Missing Items - Carry-On	1	2	2	3	1	1	1						11
Property - Special Handling - Missing Items - Checked	5	1	6	4	2	4		1	3	2	1		29
Screening	6	1	5	2	2	5	1	1	1	3	1	4	32
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1				1	1		1		1			5
Screening - International Screening				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	5	1	4	1	1	4	1			2	1	4	24
2021	23	22	11	17	29	29	31	42	47	59	75	62	447

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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
Civil Rights	1			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									1
Civil Rights - Racial Profiling or Discrimination	1			1						1	2	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1		1	1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims					1								1
Claims - General					1								1
Customer Service	2	4	7	6	9	4	4	12	10	5	8	7	78
Customer Service - CSM			1										1
Customer Service - Others			1	1	1							1	4
Customer Service - TCC			1										1
Customer Service - TSO	2	4	4	5	8	4	4	12	10	5	8	6	72
Duplicate E-mail											2		2
Duplicate E-mail - General											2		2
Expedited Passenger Screening Program			1		6	6	10	17	19	32	43	37	171
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program						2	1			2		2	7
Expedited Passenger Screening Program - TSA PreCheck			1		6	4	9	17	19	30	43	33	162
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements											1	1	2
Identification (ID) Requirements - Domestic											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
Mishandling of Passenger Property	8	4			3	2	4		1	1	1	1	25
Mishandling of Passenger Property - Damaged	1	2			2	1	1		1			1	9
Mishandling of Passenger Property - Damaged or Lost	6	1			1	1	1			1	1		12
Mishandling of Passenger Property - Disposition	1	1					2						4
No Jurisdiction				1	1								2
No Jurisdiction - Refer to Other				1	1								2
No Subject					1								1
No Subject - General					1								1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown	1					4			1	3	2	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) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1					1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items				1	1						2		4
Prohibited & Permitted Items - General				1	1						1		3
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	6	5	1	2	2	5	4	5	9	10	10	5	64
Property - Special Handling - Damaged Items	3	1	1		1			1	8	6	4	3	28
Property - Special Handling - Damaged Items or Lost	1	3		1	1	2		1		1			10
Property - Special Handling - Missing Items	1	1		1				3		2	4	2	14
Property - Special Handling - Missing Items or Lost	1					3	4		1	1	2		12
Screening	3	7	2	2	5	8	4	8	5	2	2	4	52
Screening - Children						1							1
Screening - Inconsistency					2	1		4					7
Screening - Lengthy Lines			1		1	1		1	1				5
Screening - Opposite Gender												1	1
Screening - Procedures/Process	3	6	1	1	2	5	4	3	4	2	2	3	36
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1
2022	91	89	96	83	92	126							577
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights		3		1	1	2							7
Civil Rights - Perceived Religion					1								1
Civil Rights - Race						2							2
Civil Rights - Racial Profiling or Discrimination		1		1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	11	8	6	5	5	10							45
Customer Service - TSO	11	8	6	5	5	10							45
Expedited Passenger Screening Program	53	64	80	58	74	92							421
Expedited Passenger Screening Program - DoD		1				3							4
Expedited Passenger Screening Program - TSA	2	6	8	6	3	4							29
Expedited Passenger Screening Program - TSA/DHS	51	56	72	52	71	85							387
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1	1							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
Locks - Missing or Damaged Lock						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 - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missii			1						2				3
No Jurisdiction		1			1								2
No Jurisdiction - Refer to Other		1			1								2
Patdown		2		1	1	3			1				8
Patdown - Flyer		1		1	1	3							6
Patdown - Flyer as Observer		1							1				2
Persons w/ Disabilities (PWD)		3	3	1		1			1				9
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical [1	1										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility [1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Ge		1											1
Property - Special Handling		8	5	7	9	5			9				43
Property - Special Handling - Damaged It		3	3	3	1	4			4				18
Property - Special Handling - Damaged It		3				1			1				5
Property - Special Handling - Missing Item		1	2	2	6				2				13
Property - Special Handling - Missing Item		1		2	2				2				7
Screening		11	4	1	8	2			4				30
Screening - Inconsistency		3							2				5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		6	3	1	8	2			2				22
Screening - Retrieving Abandoned/Confis		1											1
Screening - Security Breach			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
SLN	1				1		1				2	2	7
2019											1	1	2
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2021	1						1				1	1	4
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						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
SMF	98	99	95	82	94	119	56	62	83	88	95	78	1,049
2019				19	21	30	30	33	39	35	37	28	272
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								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 Discrimination							1	1		1	1		4
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sexual Orientation - Not Transgender					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 - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	7	5	3	5	8	6	9	11	58
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				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 /Developmental /Mental Disability								1	1				2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										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 Items - Carry-On				1		1	2	1		1			6
Property - Special Handling - Damaged Items - Checked					1	3	2	3			2	1	12
Property - Special Handling - Missing Items - Carry-On					1	3	1		1		1	1	8
Property - Special Handling - Missing Items - Checked				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/Confiscated 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 Discrimination						1				1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									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 - Domestic												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 - Damaged/Missing Items--Carry-on Luggage			2										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	6	6	11	4	3	4	1		5	1	3	1	45
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag	3	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 Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability	2										1		3
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Car Seats	1												1
Persons w/ Disabilities (PWD) - General		2		1									3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1	1		1							1		4
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2			2									4
Property - Special Handling	8	8	10	8	4	2	1	3	4	2	6	4	60
Property - Special Handling - Damaged Items - Carry-On		2				1							3

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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
Property - Special Handling - Damaged Items	3	2	2	1		1		2	1	1	2	2	17
Property - Special Handling - Missing Items - Carry-On		1	4	1	1				2			1	10
Property - Special Handling - Missing Items	5	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				2
Airline - Policy/Regulations/Service							1		1				2
Animals							1						1
Animals - Carry-On							1						1
Civil Rights			2		1				2	1	1		7
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination			1		1								2
Civil Rights - Sexual Orientation - Not Transgender									1				1
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
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 - TSA Application Program					1	1	1	1	1	1	1	5	12
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	10	13	15	21	72
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Real ID							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 - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	1				1	2	1		2	2	1	12
Mishandling of Passenger Property - Disarrayed 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 - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1			1	3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items									1	2			3
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling	7	4	1	1	1	2	7	3	1	5	3	3	38
Property - Special Handling - Damaged Items - Carry-On		1		1			2	1			1		6
Property - Special Handling - Damaged Items	2	1			1	2	4			1	1		12
Property - Special Handling - Missing Items	2		1					1		1		1	6
Property - Special Handling - Missing Items	3	2					1	1	1	3	1	2	14
Screening	5		1	2	2	1	3	2	2	1	5	1	25
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/Confiscated	2								1				3
Screening - Shoe Screening				1									1
2022	44	63	55	31	47	63							303
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Transgender Screening					1								1
Customer Service	4	1	7	3	5	6							26
Customer Service - Others						1							1
Customer Service - TSO	4	1	7	3	5	5							25
Expedited Passenger Screening Program	29	46	38	23	27	43							206
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	5	10	4		3	1							23
Expedited Passenger Screening Program	24	36	33	23	24	41							181
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found					1	1							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
Lost and Found - Airport/TSA					1	1							2
Mishandling of Passenger Property		3	1	1	1	2							8
Mishandling of Passenger Property - Damaged/Missin		3	1		1	1							6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1							2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown		2	1	1	3								7
Patdown - Children					1								1
Patdown - Flyer		2		1	2								5
Patdown - General			1										1
Persons w/ Disabilities (PWD)			1			3							4
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec				1									1
Property - Special Handling		5	5	4	1	5	5						25
Property - Special Handling - Damaged Items - Carry			2	2		1							5
Property - Special Handling - Damaged It		1	1	1		2	1						6
Property - Special Handling - Missing Items - Carry-On				1			1						2
Property - Special Handling - Missing Item		4	2		1	2	3						12
Screening		3	3	4	1	4	3						18
Screening - Inconsistency			1	1		1							3
Screening - Procedures/Process		3	2	3	1	3	3						15

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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
SMX	1			1		1	1		2		1	1	8
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 PreCheck							1		2				3
Screening												1	1
Screening - Procedures/Process												1	1
2022	1			1		1							3
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				1									1
Patdown - Flyer				1									1
Screening	1												1
Screening - Procedures/Process	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
SNA	53	75	61	56	64	114	28	41	41	56	62	58	709
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 Discrimination							1				2		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Civil Rights - Transgender Screening						1			1				2
Customer Service					5	5	2	3	1	4	1	2	23
Customer Service - TSO					5	5	2	3	1	4	1	2	23
Locks				1	1				3	2	1	1	9
Locks - Missing or Damaged Lock				1	1				3	2	1	1	9
Mishandling of Passenger Property				2	3	2	1	2	1	3	4	4	22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	3	1	1	1	1	3	2	4	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				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 Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				2			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				4	3	5	2		6	5	3	5	37
Property - Special Handling - Damaged Items - Carry-On									1	1		1	3
Property - Special Handling - Damaged Items - Checked				2	1	3			1	1	2	1	13
Property - Special Handling - Missing Items - Carry-On					1					1	1	1	4
Property - Special Handling - Missing Items - Checked				2	1	2	2	4	2		2	2	17
Screening				1	2	1	4	1	1	2	2	1	15
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1		1	4		1	2	1	1	11
Screening - Security Breach									1				1
2020	13	19	28	12	16	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 Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening					1								2
Customer Service	2	1	4	3	3	2					1		16
Customer Service - TSO	2	1	4	3	3	2					1		16
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Domestic	1		1										2
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 - Damaged/Missing Items--Carry-on	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked		2	10	4	3	2			1	1		1	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	2	3					1			7
Patdown		4								1	1		6
Patdown - Flyer		3								1	1		5
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	3	3										9
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		2	1										3
Persons w/ Disabilities (PWD) - Mobility Disability	1		1										2
Persons w/ Disabilities (PWD) - Prosthesis	1	1											2
Property - Special Handling	3	4	2	1	2	2		1	1	2	4	4	26
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked		1			1						2		4
Property - Special Handling - Missing Items - Carry-On	1		1										2
Property - Special Handling - Missing Items - Checked	2	3	1	1	1	1		1	1	2	2	3	18
Screening		4	3	1	4	4	1		1			2	20
Screening - Inconsistency					1								1
Screening - Procedures/Process		4	3	1	3	4			1			2	18
Screening - Retrieving Abandoned/Confiscated Items							1						1
2021	8	9	5	5	1	9	16	25	23	27	40	39	207
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline							1						2
Airline - Policy/Regulations/Service							1						2
Civil Rights							1	1	1	1	3	1	8
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination									1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1			2
Civil Rights - Sexual Orientation - Not Transgender											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	21	29	97

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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
Expedited Passenger Screening Program - TSA Application Program						1	1	2	1	1	2	3	11
Expedited Passenger Screening Program - TSA PreCheck						4	5	12	6	14	18	26	85
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks												1	1
Locks - General												1	1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		3	4	2			1		2	1	1		14
Mishandling of Passenger Property - Damaged/Missing Items--C				1							1		2
Mishandling of Passenger Property - Dam		3	4	1									8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		2	1			4
Patdown		1						1	3	2	3	1	11
Patdown - Flyer		1						1	3	2	3	1	11
Persons w/ Disabilities (PWD)			1					2	2	2	3		8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2			1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling		3		1		2	2	2	1	3	3	1	18
Property - Special Handling - Damaged It		1				1	1	1			1	1	6
Property - Special Handling - Damaged It		1				1	1	1	1	1	1		7
Property - Special Handling - Missing Item		1		1						2	1		5
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening						1	2	3	3	3	2	3	17
Screening - Inconsistency						1	1		2	1			5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process							1	3	1	2	2	2	11
2022	32	47	28	31	32	75							245
Civil Rights	1	1		2	1								5
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimin	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening						1							1
Customer Service	1	2	3	2	1	3							12
Customer Service - TSO	1	2	3	2	1	3							12
Expedited Passenger Screening Program	18	36	23	22	26	64							189
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	2	7	1	3	3	3							19
Expedited Passenger Screening Program	16	29	22	19	23	60							169
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domest	1												1
Locks													1
Locks - General													1
Mishandling of Passenger Property	1		1	2									4
Mishandling of Passenger Property - Damaged/Missing Items--C				1	2								3
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown	1	3		2		1							7
Patdown - Flyer	1	3		2		1							7
Persons w/ Disabilities (PWD)	3					2							5
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Metal Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling	2	1	1		3								7
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged It	1		1		1								3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		1			1								2
Screening	4	4		1		4							13
Screening - Children	1												1
Screening - Inconsistency		2											2
Screening - Procedures/Process	2	2		1		3							8
Screening - Retrieving Abandoned/Confis	1					1							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
SOW			2			2						2	6
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							4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Screening								2					2
Screening - Inconsistency								1					1
Screening - Procedures/Process								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
SPI	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								1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening							1						1
Screening - Lengthy Lines							1						1
2021		1							1		1		3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
2022			1	4	1								6
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	3	1								5
Expedited Passenger Screening Program - TSA PreCheck			1	3	1								5

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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
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 - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						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 Items - Checked				1			1						2
Property - Special Handling - Missing Items - Checke		1											1
Screening							1						1
Screening - Procedures/Process							1						1
2021												1	2
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	2										3
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Screening			1	1									2
Screening - Inconsistency			1										1
Screening - Procedures/Process				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
SRQ	21	33	36	18	31	58	15	15	6	12	20	14	279
2019				1	1	5	2	1	3	1	6	1	21
Civil Rights				1	1	5	2	1	3	1	6	1	21
Civil Rights - Constitutional Rights						1							1
Civil Rights - Racial Profiling or Discrimination							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 - Damaged/Missing Items--Checked Baggage									1				1
Patdown						1	1				3	1	6
Patdown - Flyer						1	1				3	1	6
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling						2					1		3
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Items - Checked						1							1
Screening									1		1		2
Screening - Procedures/Process									1		1		2
2020	3	5	6	8	5	1				2	2		32
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		2		2						1	1		6
Customer Service - Others		1											1
Customer Service - TSO		1		2						1	1		5
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1										2
Patdown	2	1	1	1	2					1			8
Patdown - Flyer	2	1	1	1	2					1			8
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling			2	1	1						1		5
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked			2								1		3
Screening		2		3	2	1							8
Screening - Procedures/Process		2		3	2	1							8
2021	3	1	3		3	7	13	14	3	9	12	13	81
Civil Rights							2						2
Civil Rights - Racial Profiling or Discrimination							2						2
Customer Service	1		1		1	2	3				1		9
Customer Service - TSO	1		1		1	2	3				1		9
Expedited Passenger Screening Program						4	4	10	1	6	5	10	40
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program						2	1	1			1	1	6
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	1	6	4	9	33
Locks	1												1
Locks - General	1												1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property		1						1			1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			2			1		1			1	2	7
Patdown - Flyer			2					1				1	4
Patdown - Flyer as Observer												1	1
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								1	1		1	1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Lighters/Matches											1		1
Property - Special Handling	1						1		1	2	1		6
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-On									1	2			3
Property - Special Handling - Missing Items - Checked	1												1
Screening					2		2	1		1	1		7
Screening - Inconsistency					1		1						2
Screening - Procedures/Process					1		1	1		1			4
Screening - Retrieving Abandoned/Confiscated Items											1		1
2022	15	27	27	9	22	45							145
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	10	27	24	8	17	42							128
Expedited Passenger Screening Program - TSA Application Program			4		1								5
Expedited Passenger Screening Program - TSA/DHS	10	26	20	8	16	42							122
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1

TSA Contact 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
Persons w/ Disabilities (PWD)			1		3								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1			1								2
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Items - Checked					1								1
Screening		3		1	1	1							6
Screening - Crew Member or Airline Empl		1											1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		1	1	1							4

TSA Contact 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
STC				1	2	1							4
2021					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck						1							1
2022				1	1	1							3
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact 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
STL	102	80	87	108	80	121	50	60	71	72	86	81	998
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 Discrimination				1	1	1	2	1	2			1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				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 - Damaged/Missing Items--Checked Bag				6	3	3	5	8	4	6	6	7	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	3	1	1	4		1	2	14
Patdown				2	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 Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2	1					1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				6	7	4	8	5	7	9	11	5	62
Property - Special Handling - Damaged Items - Carry-On					2						2	1	5
Property - Special Handling - Damaged Items - Checked				2	1	2	4		4	1	4	2	20
Property - Special Handling - Missing Items - Carry-On				1	1	1	1	1		2	1		8
Property - Special Handling - Missing Items - Checked				3	3	1	3	4	3	6	4	2	29
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				6	2	6	2	6	4	2	4	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/Confiscated Items				1								1	2
Screening - Security Breach				1							2		3
2020	40	17	21	30	20	15		4	8	12	17	15	199
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1					2			1			2	6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination						2			1			2	5
Customer Service	6	5	6	4	2	2				1	2		28
Customer Service - Others	1				1								2
Customer Service - TSO	5	5	6	4	1	2				1	2		26
Locks	1	1	1	4									7
Locks - Missing or Damaged Lock	1	1	1	4									7
Lost and Found	1				1					1			3
Lost and Found - Airport/TSA	1				1					1			3
Mishandling of Passenger Property	13	4	4	4	8	6		1	2	5	7	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			2	1						1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	11	3	4	2	5	6		1	2	4	6	4	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1			2					1		1	6
Patdown	2		2	3					1				8
Patdown - Flyer	1		2	3									6
Patdown - Flyer as Observer	1								1				2
Persons w/ Disabilities (PWD)	1			1		2		1	2				7
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	10	4	5	10	2	1		3	3	2	7	7	54
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged Items - Checked	4	1	1	1	1			2	1		2	4	17
Property - Special Handling - Missing Items - Carry-On	1	1		2							1	1	6
Property - Special Handling - Missing Items - Checked	5	2	4	7		1		1	2	2	4	1	29
Screening	5	2	3	4	7	2				1	1	1	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1	1					1			3
Screening - Procedures/Process	5	2	3	3	5	2					1	1	22
2021	24	6	7	9	6	12	21	27	28	37	39	40	256
Airline								1	1				2
Airline - Policy/Regulations/Service								1	1				2
Civil Rights			1			1					1		3
Civil Rights - Racial Profiling or Discrimination			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service		2	2	6	1	4	3	9	6	9	5	10	57

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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
Customer Service - TCC			1										1
Customer Service - TSO		2	1	6	1	4	3	9	6	9	5	10	56
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1		2	3	10	4	15	15	21	21	92
Expedited Passenger Screening Program - DoD			1								1		2
Expedited Passenger Screening Program - TSA Application Program							1			2		3	6
Expedited Passenger Screening Program - TSA PreCheck					2	3	9	4	13	13	20	18	82
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									2				2
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks		3											3
Locks - Missing or Damaged Lock		3											3
Lost and Found		3	1										4
Lost and Found - Airport/TSA		3	1										4
Mishandling of Passenger Property		6		1				2	1	2	3		15
Mishandling of Passenger Property - Damaged		1									1		2
Mishandling of Passenger Property - Damaged/Carry-C		4		1				1	1	2	1		10
Mishandling of Passenger Property - Disposition		1						1			1		3
Patdown		1								3		1	5
Patdown - Flyer		1								3		1	5
Persons w/ Disabilities (PWD)			3			1	3	3	1	1	1	2	15
Persons w/ Disabilities (PWD) - Breast Cancer								2					2
Persons w/ Disabilities (PWD) - Diabetes			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1				1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaled			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1				1						2
Prohibited & Permitted Items				1				1		1	1		4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General								1					1
Property - Special Handling		6			1	2	4	3	3		2	2	23
Property - Special Handling - Damaged Items		1					2				1		4
Property - Special Handling - Damaged Items - Checked		1				1		1	1		1	2	7
Property - Special Handling - Missing Items		2				1		1	2				6
Property - Special Handling - Missing Items - Carry-C		2			1		2	1					6
Screening		5	1	1	2	2	1	1	4	1	5	4	31
Screening - Inconsistency		1					1				1		4
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process		4	1	1	2	2		1	4	1	3	4	24
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	38	57	59	43	36	60							293
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline							1						1
Airline - Lost Baggage							1						1
Civil Rights		3	1	2									6
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin		1											1
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		6	5	3	2	4	4						24
Customer Service - TSO		6	5	3	2	4	4						24
Expedited Passenger Screening Program		21	37	43	37	26	46						210
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program		2	3	2		1	2						10
Expedited Passenger Screening Program - TSA PreCheck		19	34	41	37	24	44						199
Mishandling of Passenger Property		1	1	1	2		1						6
Mishandling of Passenger Property - Damaged/Missing Items			1		1		1						3
Mishandling of Passenger Property - Damaged/Missing Items-Carry-C				1	1								2
Mishandling of Passenger Property - Disposition		1											1
No Jurisdiction			1					1					2
No Jurisdiction - Refer to Other			1					1					2
Patdown		3	2										6
Patdown - Children							1						1
Patdown - Flyer		2	2										4
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1	1	4		1	1						8
Persons w/ Disabilities (PWD) - Autism Spectrum			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						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		1	6	2		1	3						13
Property - Special Handling - Damaged Items		1	4	1		1	2						9
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-C			1										1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening		2	3	4	2	3	2						16
Screening - Inconsistency				2			1						3

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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
Screening - Procedures/Process	2	3	1	2	3	1							12
Screening - Retrieving Abandoned/Confiscated Items			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
STS	4	2	3	3	3	3	3		2	3	5	5	36
2019						1	3			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 Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - 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 - Disarrayed Item		1											1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Screening				2	1								4
Screening - Procedures/Process				2	1								3
Screening - Retrieving Abandoned/Confiscated 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 Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck										1	2	1	4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening								2	1	1			4
Screening - Procedures/Process								2	1	1			4
2022	3	1	1	1	1	1							8
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	3					1	1						5
Expedited Passenger Screening Program	3					1	1						5
Screening			1	1									2
Screening - Procedures/Process			1	1									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
STT	3	10	11	9	16	16	11	15	12	11	7	9	130
2019				1	2	4	4	4	3	5	2	3	28
Customer Service					1	1	2		1		1	1	7
Customer Service - TSO					1	1	2		1		1	1	7
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property					1		1	2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			2	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling				1		2	1	1	1	2	1	1	10
Property - Special Handling - Damaged Items - Checked				1					1	1	1		4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						1	1	1		1		1	5
Screening								1		2		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1		1	2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020		3	3	1	4	3	1			2	2	1	20
Customer Service					1								1
Customer Service - TSO					1								1
Locks		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	2								5
Mishandling of Passenger Property - Damaged/Missii		2		1	2								5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling						1					1	1	3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening			2		1	1	1			1	1		7
Screening - Procedures/Process			2		1	1	1			1	1		7
2021		1	3	1	1	3	6	11	9	4	3	5	47
Airline								2					2
Airline - Lost Baggage								2					2
Customer Service		1	1	1		1		2		1		2	9
Customer Service - TSO		1	1	1		1		2		1		2	9
Expedited Passenger Screening Program			1			1	3	3	5	1	2	2	18
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1			1	3	3	4	1	2	2	17
Mishandling of Passenger Property					1		2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		2						3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling						1		1	2	2			6
Property - Special Handling - Damaged Items - Carry-On									1	2			3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1		1					2
Screening			1				1	3	2			1	8
Screening - Inconsistency									1				1
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process			1				1	2					4
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	3	6	5	6	9	6							35
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program	2	5	4	4	9	5							29
Expedited Passenger Screening Program - TSA Appl	1												1
Expedited Passenger Screening Program	2	4	4	4	9	5							28
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				2									2
Screening - International Screening				1									1
Screening - Procedures/Process				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
STX	2	2	2	5	10	2		2	4	3	1	4	37
2019				1	1			1	2			1	6
Customer Service													1
Customer Service - TSO													1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1	1					1			3
Screening - Procedures/Process				1	1					1			3
2020	1	1	1			3							6
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
Screening						3							3
Screening - Lengthy Lines						2							2
Screening - Procedures/Process						1							1
2021			1	3	2			1	2	3	1	3	16
Claims				1									1
Claims - General				1									1
Customer Service					1			1		1	1		4
Customer Service - TSO					1			1		1	1		4
Expedited Passenger Screening Program									2			3	5
Expedited Passenger Screening Program - TSA PreCheck									2			3	5
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Prohibited & Permitted Items				2									2
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening										1			1
Screening - Inconsistency										1			1
2022	1	1		1	4	2							9
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program				1	1	1							3
Expedited Passenger Screening Program - TSA PreCheck				1	1	1							3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Items - Checked					1	1							2
Screening					1								1
Screening - Lengthy Lines					1								1

TSA Contact 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													
2019		4	1			6				4	2	5	22
Mishandling of Passenger Property						2				1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020		1										1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
2021						1				3	2	3	9
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Expedited Passenger Screening Program										1	1	1	3
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
Identification (ID) Requirements												1	1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Screening												1	1
Screening - Inconsistency												1	1
2022		3	1			3							7
Expedited Passenger Screening Program		3	1			2							6
Expedited Passenger Screening Program - TSA PreC		3	1			2							6
Patdown						1							1
Patdown - Flyer						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
SUX	1	4	2	4	1	2	1	2	1	2	3	1	24
2019				2		1	1	1	1	2	2	1	11
Mishandling of Passenger Property				2		1	1	1	1	2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1		1		1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1			1	1		4
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked									1				1
2020	1	3	1	1	1								7
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		2											2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
2021		1						1			1		3
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
2022			1	1		1							3
Customer Service				1									1
Customer Service - Others				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--U				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								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
SWF		7	7	6	4	3	7	7	1	4	5	2	53
2019				3	1	1	5	6	1	4	2	1	24
Civil Rights								2	1	1			4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination													2
Customer Service								2	3		1	1	7
Customer Service - TSO								2	3		1	1	7
Locks											1		1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				3		1	1				1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		1					1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1						2
Patdown					1		2	1		1			5
Patdown - Flyer					1		2	1		1			5
Screening											1		1
Screening - Procedures/Process										1			1
2020		4	6	1	3			1					15
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		2	1		1			1					5
Customer Service - TSO		2	1		1			1					5
Mishandling of Passenger Property			1	1	1								3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1								3
Patdown		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling			1		1								2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked					1								1
Screening			2										2
Screening - Procedures/Process			2										2
2021		1					2				3	1	7
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property		1					1						2
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Remains							1						1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2022		2	1	2		2							7
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		2	1	1									4
Expedited Passenger Screening Program - TSA PreC		2	1	1									4

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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
SWO	1		2	2	1	1	2	1		4	4		18
2019				1		1	2				1		5
Mishandling of Passenger Property				1			2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Screening							1						1
Screening - Procedures/Process							1						1
2020	1		1		1					2	2		7
Mishandling of Passenger Property	1		1		1					1	2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1		1		1						2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2021			1					1		2	1		5
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown										1			1
Patdown - Flyer										1			1
2022				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				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
SYR	23	18	18	32	27	32	15	14	8	21	25	16	249
2019				3	4	8	10	5	2	10	10	5	57
Civil Rights				1							1	1	3
Civil Rights - National Origin				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1	1	1	1	2		1			7
Customer Service - Others										1			1
Customer Service - TSO				1	1	1	1	2					6
Locks							1	1	1				3
Locks - Missing or Damaged Lock							1	1	1				3
Mishandling of Passenger Property					3	2	5			3	3	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					3	2	4			3	1	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2		3
Patdown										2	1		3
Patdown - Flyer										2	1		3
Persons w/ Disabilities (PWD)							1			1		1	3
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling						3	2		1	1		1	14
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked						3	2	1	1	1	1	1	10
Screening				1		1			1	2	1	1	7
Screening - Lengthy Lines												1	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 Discrimination								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
Human Capital			1										1
Human Capital - Prospective Employment 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 - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missii		2	1	1		1					1		6
Mishandling of Passenger Property - Disa	3												3
Persons w/ Disabilities (PWD)	1		2										3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling	3		1	6		2				1	1	1	15
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Damaged It	2		1							1			4
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - 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 Discrimination				1			1				1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											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 - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program									1		2	1	4
Expedited Passenger Screening Program - TSA PreCheck						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 - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1									1			2
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - 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	11	14	22	14							84
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1				1	1							3

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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
Civil Rights - Perceived Religion					1								1
Civil Rights - Transgender Screening	1					1							2
Customer Service			1	1	1								3
Customer Service - TSO			1	1	1								3
Expedited Passenger Screening Program	6	12	8	11	15	11							63
Expedited Passenger Screening Program	1	1	2	1									5
Expedited Passenger Screening Program	5	11	6	10	15	11							58
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2								2
No Subject									1				1
No Subject - General									1				1
Patdown			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1					1							2
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	2								4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On				1	2								3
Screening	1	1	1		1								4
Screening - Inconsistency		1	1										2
Screening - Procedures/Process	1				1								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
TBN			1										1
2021			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			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
TEX						2		1					3
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 - TSA PreCheck						1							1
Patdown								1					1
Patdown - Flyer								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
TLH	13	10	10	13	13	7	6	8	6	6	10	8	110
2019				4	3	2	5	6	5	4	6	4	39
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service							1				1		2
Customer Service - TSO							1				1		2
Mishandling of Passenger Property				1	1		1			1	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1		1			1	2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown					1	2			1				5
Patdown - Flyer					1	2			1		1		5
Persons w/ Disabilities (PWD)				1				2	1			1	5
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling							1	1	3	3		2	10
Property - Special Handling - Damaged Items - Checked										3		1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1	1	2			1	5
Screening				2			2	3			1	1	9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2			1	3			1	1	8
2020	5	5	4	6	3			2		1	1	2	29
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	1	1	1	2			1					7
Customer Service - TSO	1	1	1	1	2			1					7
Mishandling of Passenger Property	3	1						1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1						1		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Property - Special Handling		2	2								1	2	7
Property - Special Handling - Damaged Items - Checked		2										2	4
Property - Special Handling - Missing Items - Checked			2								1		3
Screening	1	1		3									5
Screening - Procedures/Process	1	1		2									4
Screening - Retrieving Abandoned/Confiscated Items				1									1
2021	3		2	1	1	4	1		1	1	3	2	19
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service				1	1								2
Customer Service - Others					1								1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						2	1		1	2	2	2	8
Expedited Passenger Screening Program - TSA PreCheck						2	1		1	2	2	2	8
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - General	1												1
Property - Special Handling				1		1			1		1		4
Property - Special Handling - Damaged Items - Carry-On				1		1							2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1									1
Screening - Procedures/Process				1									1
2022	5	5	4	2	6	1							23
Customer Service	1	1	2		1								5
Customer Service - TSO	1	1	2		1								5
Expedited Passenger Screening Program	4	4	2	2	1								13
Expedited Passenger Screening Program - TSA PreCheck	4	4	2	2	1								13
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Screening					3	1							4
Screening - Lengthy Lines					2								2
Screening - Procedures/Process					1	1							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
TOL	2	1	1	2	3	3	2	2	1	2	2	2	23
2019				2	1	2	1	2	1	2	2	2	15
Customer Service								2				2	4
Customer Service - Others								1					1
Customer Service - TSO								1				2	3
Mishandling of Passenger Property				1		1			1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1			1		1		4
Patdown				1	1					1			3
Patdown - Flyer				1	1					1			3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2020	2				1	1	1						5
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
2022		1	1		1								3
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program - TSA PreCheck			1		1								2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1

TSA Contact 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
TPA	155	194	191	240	250	337	128	139	138	157	147	135	2,211
2019				53	51	76	73	70	51	81	55	50	560
Civil Rights				3	2	5	1	4	1	4	1	3	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 Discrimination				1	2	3	1	3		2		2	14
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1							2
Civil Rights - Transgender Screening											1		1
Customer Service				8	7	15	12	5	11	15	13	4	90
Customer Service - Others							1		1		1		3
Customer Service - TSO				8	7	15	11	5	10	15	12	4	87
Locks				1	3	2	3	1	4	4	4	1	23
Locks - General										1			1
Locks - Missing or Damaged Lock				1	3	2	3	1	3	4	4	1	22
Lost and Found							1	1	1		1		4
Lost and Found - Airport/TSA							1	1	1		1		4
Mishandling of Passenger Property				12	17	16	26	21	14	19	9	11	145
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					4	1	1	2		2	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	9	14	22	13	12	14	7	9	111
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3	1	3	6	2	3	1	2	22
Patdown					4		1	4	3	5	4	6	27
Patdown - Flyer					4		1	3	3	5	2	6	24
Patdown - Flyer as Observer								1			1		2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	3	7	2	2	4	7	6	4	36
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes								1		2			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General						2	1				1	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			1		2	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1	1	1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1	1			3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1				1	3
Property - Special Handling				19	11	20	20	23	10	18	11	16	148
Property - Special Handling - Damaged Items - Carry-On				2	2	1	3	4		3	2	2	19
Property - Special Handling - Damaged Items - Checked				4	4	4	4	6	4	7	5	4	42
Property - Special Handling - Missing Items - Carry-On				5		3	4	1	1	2	1	1	18
Property - Special Handling - Missing Items - Checked				8	5	12	9	12	5	6	3	9	69
Request for Assistance							1			1			2
Request for Assistance - Other										1			2
Screening				9	4	9	7	9	4	7	7	5	61
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines					1	1		2					4
Screening - Procedures/Process				7	2	8	6	7	3	7	6	5	51
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach					1				1				2
2020	47	63	62	58	57	36	6	13	24	19	25	27	437
Civil Rights	1	4		4	2	1			1	1		3	17
Civil Rights - Hair Patdowns	1											2	3
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination			2			2	1						5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	4						1			6
Civil Rights - Sexual Orientation - Not Transgender			1									1	2
Customer Service	7	10	9	7	8	7	1	3		4	2	3	61
Customer Service - Others			1	1				1					3
Customer Service - TSO	7	9	8	7	8	7	1	2		4	2	3	58
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1	3	6	5	6	1						1	23
Locks - General													1
Locks - Missing or Damaged Lock	1	3	6	5	5	1						1	22
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	23	13	13	12	8	9		3	7	7	3	7	105
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2		1		1	2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	17	9	12	11	8	7		3	4	4	3	5	83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	6	1	1	1		1			2	1		1	14
Patdown	1	3	3	3	2	1			2		2	2	19
Patdown - Flyer	1	3	3	3	2	1			2		2	2	19
Persons w/ Disabilities (PWD)	4	5	7	4	5	2		1	1		1		30
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				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
Persons w/ Disabilities (PWD) - Diabetes			1	1	1								3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1					1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1								2
Persons w/ Disabilities (PWD) - Mobility [2	1	1	2								6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respirator		1	1										2
Persons w/ Disabilities (PWD) - Touch A		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter				1									4
Property - Special Handling	6	19	15	14	9	10	3	3	8	3	12	9	111
Property - Special Handling - Damaged Items - Carry		5	2	2	1	4			2	1	2	1	20
Property - Special Handling - Damaged It	2	4	5	5				1	2	2	4	1	26
Property - Special Handling - Missing Item	2	1	1	2	2	3					3		14
Property - Special Handling - Missing Item	2	9	7	5	6	3	3	2	4		3	7	51
Screening	3	5	8	9	17	5	2	3	5	4	5	2	68
Screening - Crew Member or Airline Employee				1	1								2
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	5	8	7	15	5	1	3	4	2	5	1	58
Screening - Security Breach				1					1	2			4
2021	31	20	14	27	21	25	49	56	63	57	67	58	488
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Airline					1								1
Airline - Wheelchair Assistance					1								1
Civil Rights			1	1			1	2	1	2	4		12
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination								1	1	2	2		6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1					2
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Civil Rights - Transgender Screening							1						1
Claims			1										1
Claims - Status			1										1
Customer Service	9	4	5	10	9	4	11	11	12	12	8	4	99
Customer Service - CSM					1								1
Customer Service - Others		2	1										3
Customer Service - TCC			1										1
Customer Service - TSO	9	2	3	10	8	4	11	11	12	12	8	4	94
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Duplicate E-mail			1	1			1				1		4
Duplicate E-mail - General			1	1			1				1		4
Expedited Passenger Screening Program		1	1	5	2	12	14	22	30	30	30	48	195
Expedited Passenger Screening Program - DoD				1					1				2
Expedited Passenger Screening Program - TSA Application Program								3	4	1	1	4	13
Expedited Passenger Screening Program - TSA PreC		1	1	4	2	12	14	19	25	29	29	43	179
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements							1			1	1		3
Identification (ID) Requirements - Domestic							1			1	1		3
Locks	2	1					1			1	3		8
Locks - Missing or Damaged Lock	2	1					1			1	3		8
Mishandling of Passenger Property	7	2		3			4	3	2	1	3		25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1				2		4
Mishandling of Passenger Property - Dam	7	2		2			3	2	2	1	1		20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction				1				1	2				4
No Jurisdiction - Refer to CBP				1					1				2
No Jurisdiction - Refer to Other								1	1				2
Patdown	2				1	1		4		3	4	2	17
Patdown - Flyer	1				1	1		3		3	4	2	15
Patdown - Flyer as Observer	1												1
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1		2	1			1	1	4		3		13
Persons w/ Disabilities (PWD) - Autism Spectrum			2										2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			1		1				3
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) - Mobility [1							1		1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Prohibited & Permitted Items		1		1	1								3
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Sporting Goods					1								1
Property - Special Handling	6	6	1	2	1	2	7	7	8	2	7	1	50
Property - Special Handling - Damaged Items - Carry-On							1	1	4		3		9
Property - Special Handling - Damaged It	2	2	1	1			3		2	1	2	1	15
Property - Special Handling - Missing Item	2	1		1		1		1			1		7
Property - Special Handling - Missing Item	2	3			1	1	3	5	2	1	1		19
Screening	3	5	2	1	6	6	8	5	4	4	3	3	50
Screening - Crew Member or Airline Employee							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
Screening - Inconsistency			2		1	3	1	1					8
Screening - Military		1											1
Screening - Procedures/Process	3	4		1	5	3	6	4	4	4	3	3	40
2022	77	111	115	102	121	200							726
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2	3	2	3	1	1							12
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1	2	2		1								6
Civil Rights - Sex/Gender/Gender Identity	1	1		1									3
Civil Rights - Transgender Screening				2									2
Customer Service	4	10	16	10	7	11							58
Customer Service - TSO	4	10	16	10	7	11							58
Expedited Passenger Screening Program	56	83	86	76	86	162							549
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	5	8	8	1	4	4							30
Expedited Passenger Screening Program	51	75	78	75	82	155							516
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Locks	1				1	3							5
Locks - General	1												1
Locks - Missing or Damaged Lock					1	3							4
Lost and Found		1			1								2
Lost and Found - Airport/TSA		1			1								2
Mishandling of Passenger Property	2			3	6	4							15
Mishandling of Passenger Property - Damaged	2			1	5	3							11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2		1							3
No Jurisdiction	1				1	1							3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP					1	1							2
Patdown	2	2	2	2		4							12
Patdown - Children						1							1
Patdown - Flyer	2	2	2	2		3							11
Persons w/ Disabilities (PWD)	2		1	1	4	3							11
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment					2								2
Persons w/ Disabilities (PWD) - Medical [redacted]	1				1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Property - Special Handling	3	3	3	2	2	5							18
Property - Special Handling - Damaged Items	2	1	1										4
Property - Special Handling - Damaged Items - Carry-On	1	1		1		3							6
Property - Special Handling - Missing Items - Carry-On				1	2								3
Property - Special Handling - Missing Items - Checked Baggage		1	2			2							5
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	4	6	5	5	11	5							36
Screening - Inconsistency		2	2	1									5
Screening - Procedures/Process	4	4	3	3	10	4							28
Screening - Retrieving Abandoned/Confiscated Items				1	1	1							3

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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
TRI	7	3	6	5	7	14	4	3	4	8	5	3	69
2019				2	4	8	3	1	2	1	4	2	27
Customer Service				1		2	1						4
Customer Service - Others							1						1
Customer Service - TSO				1		2							3
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property				1	3			1	1		1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2			1	1		1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling						2	1				2		5
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			3
Screening					1	3	1				1	1	7
Screening - Lengthy Lines					1	1	1						3
Screening - Procedures/Process						2					1		3
Screening - Security Breach												1	1
2020		2	5	1	1	1	1		1	4	1		17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service							1						1
Customer Service - TSO							1						1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1	2		1	1				2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1	1		1	1				2			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			2							1			3
Patdown - Flyer			2							1			3
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checked		1		1									2
Screening										1	1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										1			1
2021	6			1	1			2	1	3		1	15
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1												1
Patdown	1								1				2
Patdown - Flyer	1												1
Patdown - Flyer as Observer									1				1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1							1
Property - Special Handling								2		2		1	5
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										2			2
Screening	2			1									3
Screening - Procedures/Process	2			1									3
2022	1	1	1	1	1	5							10
Expedited Passenger Screening Program		1		1	1	4							7
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck				1	1	4							6
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Property - Special Handling			1			1							2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						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
TTN	6	12	7	7	12	9	4	5	12	4	7	6	91
2019					4	3	2	3	5	2	3	5	27
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service					1		2		2		1	3	9
Customer Service - TSO					1		2		2		1	3	9
Lost and Found						1			1	1			3
Lost and Found - Airport/TSA						1			1	1			3
Mishandling of Passenger Property					1			2	2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1							1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1						1		2
Screening						1		1			1	1	4
Screening - Procedures/Process						1		1			1	1	4
2020	5	3	1	1	4								14
Customer Service	3	2											5
Customer Service - TSO	3	2											5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling	1	1											2
Property - Special Handling - Missing Items	1	1											2
Screening	1				1								2
Screening - Inconsistency					1								1
Screening - Procedures/Process	1												1
2021				2	1		2	2	7	2	4	1	21
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Expedited Passenger Screening Program					1		1	2	6	1	2		13
Expedited Passenger Screening Program - TSA PreCheck					1		1	2	6	1	2		13
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening				1									1
Screening - Procedures/Process				1									1
2022	1	9	6	4	3	6							29
Customer Service	1	1	1		1								4
Customer Service - TSO	1	1	1		1								4
Expedited Passenger Screening Program		8	5	4	2	6							25
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		7	5	4	2	5							23

TSA Contact 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
TUL	29	22	27	39	26	31	19	17	13	19	26	39	307
2019				2	2	6	10	7	6	5	6	8	52
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							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 - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2	2		1	2	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2			1			3
Patdown							1	1					3
Patdown - Flyer							1	1					3
Persons w/ Disabilities (PWD)										1	1	1	3
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) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				1	2	3	1	1	1	2	3	2	16
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked				1	1			1			1	1	5
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked						3	1		1	1	1	1	8
Screening				1				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												6	6
Customer Service - TSO	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 - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	1	2	1	2				2		2	12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						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 /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling	1	1	3	1	5					2	1	1	15
Property - Special Handling - Damaged Items - Checked		1	1		3					1			6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked	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
2021	12	7	5	5	3	4	9	10	6	8	15	18	102
Civil Rights						2	1	1		1			5
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination						2	1	1					4
Customer Service	4	4	2	2		1	1	1	2	3	2	1	23
Customer Service - Others	2	3											5
Customer Service - TSO	2	1	2	2		1	1	1	2	3	2	1	18
Expedited Passenger Screening Program			2				4	3	3	3	10	8	33
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck			2				3	3	3	3	10	8	32
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1	2	1	1			1		1	1		1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2	1	1			1			1		1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown													2
Patdown - Flyer								1			1		2
Prohibited & Permitted Items				1				1			1		3
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	4				1				1			1	7
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	2				1								3
Screening	3	1			2	1	2	2			1	5	17
Screening - Inconsistency	1				1		1					1	4
Screening - Lengthy Lines							1	1					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
Screening - Procedures/Process	2	1			1	1		1			1	4	11
2022	11	10	13	22	11	16							83
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1							3
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	2	4	1	1							10
Customer Service - TSO	1	1	2	4	1	1							10
Expedited Passenger Screening Program	8	7	11	15	4	10							55
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	8	5	11	15	4	10							53
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						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 Medical Supplies						1							1
Property - Special Handling				2	1	2							5
Property - Special Handling - Missing Items - Carry-On				1	1	2							4
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1	3	1							6
Screening - Inconsistency					1	1							2
Screening - Procedures/Process	1			1	2								4

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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
TUP											1		1
2019											1		1
Customer Service											1		1
Customer Service - TSO											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
TUS	25	30	22	25	54	64	26	22	18	28	26	21	361
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 Discrimination					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
Locks - Missing or Damaged Lock				1		1		2		3			7
Mishandling of Passenger Property				2	3	4	2	3	3	1	4	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1	3	2	1	2		3	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1		2					6
Patdown							2						4
Patdown - Flyer							2						4
Persons w/ Disabilities (PWD)								1			1	1	3
Persons w/ Disabilities (PWD) - General											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
Property - Special Handling				2	7	6	2	4	1	3	2	2	29
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked					2	2		1		2	1		8
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked				2	5	4	1	2	1	1	1	2	19
Screening				1	1	2	4		1		1	1	11
Screening - Lengthy Lines						2							2
Screening - Procedures/Process				1	1		3		1		1	1	8
Screening - Security Breach							1						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 Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			3			1							4
Customer Service	1	1			3	2	1	1	2		1	1	13
Customer Service - Others	1												1
Customer Service - TSO		1				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	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						2							3
Patdown - Flyer						2							3
Persons w/ Disabilities (PWD)		2	1	1		2							6
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
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) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Property - Special Handling	2	1	1	2	4	1				1	1	1	14
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	2								3
Property - Special Handling - Missing Item				1	1								2
Property - Special Handling - Missing Item	1	1	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						2
Civil Rights - Age													1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1	1			2	1	2		1	1	1		10
Customer Service - TSO	1	1			2	1	2		1	1	1		10
Expedited Passenger Screening Program					2	3	5	4		10	12	5	41
Expedited Passenger Screening Program - DoD										1	1		2
Expedited Passenger Screening Program - Known Crew Member													1
Expedited Passenger Screening Program - TSA Application Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck					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		1	2		1			6
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown			1							2			3
Patdown - Flyer										2			2
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling	4		1			1	2		2	2			12
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Item	2					1			1	1			5

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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
Property - Special Handling - Missing Items	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	32							94
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	2	1	1	3	5							13
Customer Service - TSO	1	2	1	1	3	5							13
Expedited Passenger Screening Program	6	9	10	10	12	22							69
Expedited Passenger Screening Program - DoD		2				2							4
Expedited Passenger Screening Program - TSA Application Proc			1			2							3
Expedited Passenger Screening Program	6	7	9	9	12	18							61
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling						3							3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						2							2
Screening	2					2							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1							3

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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
TVC	6	4	2	6	6	7	2	3	4	11	11	16	78
2019					1	7	1	3	1	5	3	6	20
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			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	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Items - Checked								1		3		1	5
Screening					1			1				2	4
Screening - Procedures/Process					1			1				1	3
Screening - Security Breach												1	1
2020	2	4			1						3	1	11
Customer Service											2		2
Customer Service - TSO											2		2
Locks		1			1								2
Locks - General					1								1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	2	3									1	1	7
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		9
Customer Service - TSO				1					2	4	2		9
Expedited Passenger Screening Program										1	2	8	11
Expedited Passenger Screening Program - TSA PreCheck										1	2	8	11
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening							1						1
Screening - Procedures/Process							1						1
2022	3		2	5	4	6							20
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2		2	5	3	5							17
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2		2	4	3	5							16
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening					1								1
Screening - Procedures/Process					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
TVF						1							1
2020						1							1
Customer Service						1							1
Customer Service - TSO						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
TWF	3	1	2	2				1	2	1	2		14
2019								1	2	1	1		5
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Screening									1				1
Screening - Procedures/Process									1				1
2020	2			2									4
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening				1									1
Screening - Procedures/Process				1									1
2021			1								1		2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2022	1	1	1										3
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening		1											1
Screening - Procedures/Process		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
TXK	2	2		1	2	5	1		2		2		17
2019						2	1		2		1		6
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						1			1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2020	1	2		1	1								5
Civil Rights		1											1
Civil Rights - Age		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
2021											1		2
Patdown								1					1
Patdown - General								1					1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
2022	1					1	2						4
Expedited Passenger Screening Program						1	2						3
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Patdown	1												1
Patdown - Flyer	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
TYR	3	5	6	4	5	1	2		3	4	4	2	39
2019							2		3	2		1	8
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							2		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Property - Special Handling									2				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										2			2
Screening - Procedures/Process										2			2
2020	2		1	1	2							1	7
Customer Service	1		1		1								3
Customer Service - TSO	1		1		1								3
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
2021		2	2	2	1	1				2	4		14
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Customer Service			2	2									4
Customer Service - TCC				1									1
Customer Service - TSO			2	1									3
Expedited Passenger Screening Program										1	3		4
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck										1	2		3
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Chec			1										1
Screening		1				1	1						3
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process		1											1
2022	1	3	3	1	2								10
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		1	1	1	2								5
Expedited Passenger Screening Program - TSA PreC		1	1	1	2								5
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1										3
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process	1	1											2

TSA Contact 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
TYS	18	22	18	18	11	28	8	15	18	8	13	16	193
2019				3	1	5	3	11	5	5	5	7	45
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service						3		1	1		1	1	7
Customer Service - Others						3							3
Customer Service - TSO								1	1		1	1	4
Locks				1				1				1	3
Locks - Missing or Damaged Lock				1				1				1	3
Mishandling of Passenger Property				1			1	1		1	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	1		1	3		7
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling							1	3		1		1	6
Property - Special Handling - Damaged Items - Carry-On							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			3
Screening					1	2		5	3	2	1	2	16
Screening - Inconsistency								1			1	1	3
Screening - Procedures/Process					1	2		4	3	2		1	13
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2020	3	4	2	7	5				3	1	1	2	28
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	1	1		2								5
Customer Service - TSO	1	1	1		2								5
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property		1		3	1								5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missii			1	2	1								4
Patdown			2										2
Patdown - Flyer			2										2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling	1			2									3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Item	1												1
Screening	1		1	1	2				2	1			8
Screening - Procedures/Process	1		1	1	2				2	1			8
2021	3	7	6	1	1	1	5	4	10	2	7	7	54
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights			2										2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service		2	2	1			1	1	4	1	1		13
Customer Service - Others		1											1
Customer Service - TSO		1	2	1			1	1	4	1	1		12
Expedited Passenger Screening Program							1	2	1	1	4	6	15
Expedited Passenger Screening Program - Over 75								1					1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	4	5	13
Mishandling of Passenger Property	1	4			1			1					7
Mishandling of Passenger Property - Damaged/Missii		3			1								4
Mishandling of Passenger Property - Disa	1	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 Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Property - Special Handling	2	1				1	2		1			1	8
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1	1					1						3
Property - Special Handling - Missing Items - Carry-On						1						1	2
Property - Special Handling - Missing Item	1						1						2
Screening			1						1				2
Screening - Procedures/Process			1						1				2
2022	12	11	10	7	4	22							66
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	3	2				1							6
Customer Service - TSO	3	2				1							6
Expedited Passenger Screening Program	6	5	9	6	3	17							46
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	6	5	9	6	3	16							45

TSA Contact 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
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown		1				1							2
Patdown - Flyer						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 Item		1											1
Property - Special Handling - Missing Item		1											1
Screening		1	2			1	2						6
Screening - Inconsistency								1					1
Screening - Procedures/Process		1	2			1	1						5

TSA Contact 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
UIN							1						4
2019							1						1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
2021							1						3
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening													1
Screening - Procedures/Process													1

TSA Contact 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
UNV	3	5	1	3	3	2		3	1	3	2	2	28
2019				1	1	1		2	1	3	1	2	9
Civil Rights				1								1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service					1			1					2
Customer Service - Others					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) - Medically Necessary Medication and Medical Supplies												1	1
Screening						1		1	1				3
Screening - Inconsistency								1					1
Screening - Procedures/Process						1			1				2
2020	1	2	1		1			1		1			7
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		2											2
Screening - Procedures/Process		2											2
2021										2	1		3
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2022	2	3		2	1	1							9
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1	2		2	1	1							7
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1		2	1	1							6

TSA Contact 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
VCT	1				1	2						1	5
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 - Disarrayed Items--Carry-on or Checked					1								1
2022	1												2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
TWIC	1												1
TWIC - General	1												1

TSA Contact 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
VEL			1							1			2
2019										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2022				1									1
Screening				1									1
Screening - Children				1									1

TSA Contact 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
VLD	1	5	5	4	8	1	3	2	3	3	6	4	45
2019					3				1	2	5	2	13
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property					1						4	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						3		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling					1				1		1		3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked					1						1		2
Screening										1			1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020		4	2	4	1	1	1		1		1	1	16
Customer Service		1			1				1		1		4
Customer Service - TSO		1			1				1		1		4
Mishandling of Passenger Property			1	3		1							5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2		1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling		3										1	4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items - Checked												1	1
Screening				1			1						2
Screening - Procedures/Process				1			1						2
2021			2		1		2	2	1	1		1	10
Customer Service					1		1	1					3
Customer Service - TSO					1		1	1					3
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Locks			1										1
Locks - General			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening							1						1
Screening - Procedures/Process							1						1
2022	1	1	1		3								6
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program - TSA PreC		1			1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Implants	1												1

TSA Contact 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
VPS	14	10	13	17	9	21	8	8	37	30	29	16	212
2019				4	1	6	2	3	7	10	4	5	42
Civil Rights				1	1	1				1	1		5
Civil Rights - Racial Profiling or Discrimination						1	1	1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1			1
Customer Service							1		1	3	2	1	8
Customer Service - TSO							1		1	3	2	1	8
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				1		2			1	3		2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2			1	2		2	8
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Screening				2	1	2		1	4	1	1	1	13
Screening - Lengthy Lines					1	1			3		1		6
Screening - Procedures/Process				2		1		1	1	1		1	7
2020	5	3	5			2	1	1	2	4	4	4	31
Civil Rights			1									1	2
Civil Rights - Racial Profiling or Discrimination			1										2
Customer Service	3					1			1		1	1	7
Customer Service - TSO	3					1			1		1	1	7
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1	1			1		1		2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii			1			1		1		2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling		1	1						1	1	1		5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Checked		1									1		2
Screening		1								1	2	1	5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process										1	2	1	4
2021	2	3	2	2	1	3	5	4	28	16	21	7	94
Civil Rights		1	1								2		4
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			1								2		3
Customer Service	1	2		2			1	1	5	3	3	1	19
Customer Service - TSO	1	2		2			1	1	5	3	3	1	19
Expedited Passenger Screening Program						1	2	2	9	6	8	3	31
Expedited Passenger Screening Program - DoD								1	1				2
Expedited Passenger Screening Program - TSA Application Program								1	1	1			3
Expedited Passenger Screening Program - TSA PreCheck						1	1		7	6	8	3	26
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Mishandling of Passenger Property		1				2	1				1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa		1					1						2
Patdown										1	2	1	4
Patdown - Children											1		1
Patdown - Flyer										1	1	1	3
Persons w/ Disabilities (PWD)							1				1	1	3
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling					1			1	1	3	1		7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1					2			3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										1	1		2
Screening			1						13	3	3		20
Screening - Lengthy Lines									11		1		12
Screening - Procedures/Process			1						2	3	2		8
2022	7	4	6	11	7	10							45
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1		2	1		2							6
Customer Service - Others			1			1							2
Customer Service - TSO	1		1	1		1							4
Expedited Passenger Screening Program	2	1	3	7	5	7							25
Expedited Passenger Screening Program - TSA Application Program				1	1								2
Expedited Passenger Screening Program	2	1	3	6	4	7							23
Mishandling of Passenger Property		1											1

TSA Contact 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
Mishandling of Passenger Property - Disarrayed Item			1										1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		2											2
Property - Special Handling - Damaged It		2											2
Screening		2	1	3	2	1							9
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		3	1	1							6
Screening - Retrieving Abandoned/Confiscated Items			1		1								2

TSA Contact 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
VRB											2		2
2019											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1

TSA Contact 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
WRG	1	1				1			2			3	8
2020									2			3	2
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
2021												3	3
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
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		1											1

TSA Contact 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
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 - Damaged/Missing Items--Unspecified 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 Implants (joint)											1		1

TSA Contact 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
XNA	14	16	10	17	12	18	4	4	9	7	15	14	140
2019				3		1	2	1	5	3	6	6	27
Customer Service				1					2	1	1	2	7
Customer Service - Others									1				1
Customer Service - TSO				1					1	1	1	2	6
Locks						1			1		1	1	4
Locks - Missing or Damaged Lock						1			1		1	1	4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property							1		1	1	2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1	1	2	1	6
Patdown											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 Medication and Medical Supplies												1	1
Property - Special Handling				1					1	1		1	4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - 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 Transgender							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 - Damaged/Missing Items--Checked Baggage	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) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling				1	3	1					1		6
Property - Special Handling - Damaged Items - Checked				1	1						1		3
Property - Special Handling - Missing Items - Checked				2	1								3
Screening		2						1		1	1		5
Screening - Procedures/Process		2						1		1	1		5
2021	2	1	1			1	1	3	3	2	5	8	27
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1	1	1	1	2	6	13
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	2	5	12
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Property - Special Handling	1	1						1		1	1		5
Property - Special Handling - Damaged Items - Checked			1								1		2
Property - Special Handling - Missing Items - Carry-On								1		1			2
Property - Special Handling - Missing Items - Checked													1
Screening								1	1				2
Screening - Lengthy Lines													2
Screening - Procedures/Process								1	1				2
2022	10	10	7	7	9	13							56
Civil Rights				1			2						3
Civil Rights - Age				1									1
Civil Rights - Race							2						2
Customer Service	2	1	1	1									6
Customer Service - TSO	2	1	1	1									6
Expedited Passenger Screening Program	7	9	5	5	6	10							42
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck	7	9	5	5	6	8							40
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1

TSA Contact 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
XWA	1	3	1	2	3	9	2	2	1	2	2	1	29
2019				1	1	5	2	2	1	2	2		16
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
Mishandling of Passenger Property								2		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2		1			3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening					1	2	1					1	5
Screening - Procedures/Process					1	2						1	4
Screening - Retrieving Abandoned/Confiscated Items							1						1
2020		2			1	2							5
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						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 - TSA PreCheck												1	1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
2022	1		1			2							4
Expedited Passenger Screening Program			1			2							3
Expedited Passenger Screening Program - TSA PreCheck			1			2							3
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

TSA Contact 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
YAK	3	1		1			2		1			6	14
2019							2		1			3	5
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							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 - Damaged/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 PreCheck												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 PreCheck				1									1

TSA Contact 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
YKM	1	4	3	3	7	2	2	4	2	2		1	31
2019				1	2	1		1		1			6
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Checked					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 - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2021		1					2	2	2				7
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling							1	1					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1						1
2022	1	3	1	1	2	1							9
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
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1

TSA Contact 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
z None z 2019	13,969	13,264	11,214	13,076	13,396	14,861	8,335	7,512	8,034	8,882	9,716	9,798	132,057
Additional Information Required/Insufficient Information				5	1	16	4	8	4	25	22	20	105
Additional Information Required/Insufficient 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) - Flyer				2	1	2	2			2	1		10
Advanced Imaging Technology (AIT) - Flyer as Observer									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 - General									1		1		2
Cargo				2	1	1			2		1	2	9
Cargo - Indirect Air Carrier (IAC)				1		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 Employee)				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 Discrimination				3	3	1	3	1	2	6	3	6	28
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	2	1	1	1	1	1		10
Civil Rights - Sexual Harassment (TSA Employee)						1			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												1	1
Customer Service - Others				6	14	22	14	10	21	11	17	19	134
Customer Service - TCC				1		3	3		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 Under 12											1		1
Expedited Passenger Screening Program - DoD				14	12	14	19	10	20	17	23	22	151
Expedited Passenger Screening Program - Known Crew Member						1			2	1	17	9	30
Expedited Passenger Screening Program - Over 75								1			1	2	4
Expedited Passenger Screening Program - TSA Application Program				93	89	90	121	86	92	116	109	103	899
Expedited Passenger Screening Program - TSA PreCheck				3,253	3,761	4,229	4,580	3,990	3,696	3,847	4,118	3,861	35,335
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				5	8	8	9	8	7	4	10	13	72
Federal Flight Deck Officer (FFDO) Program							1						1
Federal Flight Deck Officer (FFDO) Program - General							1						1
Freedom of Information Act (FOIA)				1	1	2	1	2			1	1	9
Freedom of Information Act (FOIA) - General				1	1	2	1	2			1	1	9
General Aviation				1	1			1	2	3	2		10
General Aviation - Alien Flight School Program (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			2
Human Capital - Prospective Employment with TSA				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 - Domestic				3		3	5	2	3	2	6	4	28
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1		2							3
Identification (ID) Requirements - Minors 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 - Missing or Damaged Lock				77	63	71	78	100	92	85	116	81	763
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 - Damaged/Missing Items Private Screening Contractor									1			1	2

TSA Contact 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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	4	5	5	7	8	6	8	47
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				125	111	111	106	153	130	174	222	152	1,284
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				7	2	10	5	2	9	7	8	8	58
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				26	17	23	29	29	35	31	30	26	246
No Jurisdiction				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	1,359
No Jurisdiction - Refer to Department of State						1	1	2	2		1	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
Notice of Violation/Civil Penalties				5	4	1	4	2	2	2	1	1	22
Notice of Violation/Civil Penalties - General				5	4	1	4	2	2	2	1	1	22
Ombudsman				1	1	1				1	1		5
Ombudsman - General				1	1	1				1	1		5
Patdown				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
Persons w/ Disabilities (PWD)				3	7	10	5	5	12	12	12	8	74
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes						2	1		3	5	4	2	17
Persons w/ Disabilities (PWD) - General					2				1	1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1	2		4
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1			1			1	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2	2				1				5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	2		1		1	1	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1			1		1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2	1	1	1	2			7
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		1	1	2	3	2	1	11
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Prohibited & Permitted Items				3	8	3	2	6	9	4	5	7	47
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1			1	2
Prohibited & Permitted Items - Chemical/Household Products					2		1						3
Prohibited & Permitted Items - Electronic Devices					1	1				1			3
Prohibited & Permitted Items - Firearm/Ammunition					1						1	1	3
Prohibited & Permitted Items - Food/Beverages						1				1		1	3
Prohibited & Permitted Items - General				2	2			1	5		3	4	17
Prohibited & Permitted Items - Ice/Gel Packs								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1			1	1				3
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Marijuana							1	2	2				5
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1						1			2
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting Goods					1			1		1			3
Property - Special Handling				49	40	65	60	64	73	71	82	61	565
Property - Special Handling - Damaged Items - Carry-On				4	1	5	3	5	3	3	3	2	29
Property - Special Handling - Damaged Items - Checked				22	16	19	19	26	23	31	35	26	217
Property - Special Handling - Missing Items - Carry-On				3	5	5	4		4	2	3	1	27
Property - Special Handling - Missing Items - Checked				20	18	36	34	33	43	35	41	32	292
Request for Assistance					2				2		1		5
Request for Assistance - Other					2				2		1		5
Screening				77	95	116	99	126	130	149	131	108	1,031
Screening - Crew Member or Airline Employee								1	1		2	2	6
Screening - Cruise Ships					1	1		1	1		1		5
Screening - Gate Pass						1	1	1	1	1			5
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/Confiscated 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							1	1	1				3
SIDA (Security Identification Display Area)					1	1	1		1		2		6
SIDA (Security Identification Display Area) - General					1	1	1		1		2		6
SPAM									1				1
SPAM - General									1				1
TSA Contact Information								1		2	1		4
TSA Contact Information - General								1		2	1		4
TWIC				5	12	13	12	3	1	13	4	8	71
TWIC - General				1	5	1	7	2		3	2	5	26
TWIC - Status				4	7	12	5	1	1	10	2	3	45
2020	5,897	5,097	5,165	5,178	4,816	2,337	385	620	1,076	1,410	1,628	1,947	35,556
Additional Information Required/Insufficient Information	17	4	5	5	6	15	2		2	4	1	6	67

TSA Contact 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
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) - Flyer		1	1			1							3
Advanced Imaging Technology (AIT) - Ge	1												1
Advanced Imaging Technology (AIT) - Non-Flyer											1		1
Airline	144	117	145	126	120	134	48	45	81	67	82	64	1,173
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		1						1					2
Animals - Carry-On		1											1
Animals - Checked								1					1
Business, Suggestions, and Ideas						2							3
Business, Suggestions, and Ideas - General						2							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
Civil Rights	12	6	6	9	8	2	3	3	2	3	3	1	58
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 Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1		2	2	1		1		1			9
Civil Rights - Sexual Harassment (TSA Er	1												1
Civil Rights - Transgender Screening	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	3	39
Claims - Status	66	56	43	55	46	22	26	28	23	29	22	20	436
Current Topic			1		1								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	3	115
DHS TRIP	8	9	10	11	10	10	5	6	2	4	1	4	80
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 Duty Military			1							1	1		3
Expedited Passenger Screening Program - Children Under 12								1					1
Expedited Passenger Screening Program	24	25	20	13	8	2		1	3	3	8	8	115
Expedited Passenger Screening Program	7		1	2	5	1	2		1	2	2		23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	110	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) - General				1						1			2
Freedom of Information Act (FOIA)			2								1		3
Freedom of Information Act (FOIA) - General			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	123	1,566
HAZMAT Endorsement	10	5	3	11	7	7	2	6	4	2	6	2	65
HAZMAT Endorsement - General	3	2	2	1	2	1	2	2	1	1	3	1	21
HAZMAT Endorsement - Status	7	3	1	10	5	6		4	3	1	3	1	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 Employment	4	1	3	1	4			3	1	1		3	21
Human Capital - TSA Background Check					1								1
Identification (ID) Requirements	11	3	5	7	7	1			4	1	4	4	47
Identification (ID) Requirements - Domestic	8	3	4	5	4	1			3	1	4	3	36
Identification (ID) Requirements - ID Matc	1		1	1	2								5
Identification (ID) Requirements - Minors Domestic												1	1
Identification (ID) Requirements - Real ID	2			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	2	35
Lost and Found - Airport/TSA	5	2	7	4	3	3	3		1	1	4	2	35
Mishandling of Passenger Property	197	203	194	193	154	130	22	25	42	65	66	76	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

TSA Contact 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
Mishandling of Passenger Property - Damaged	5	6	7	6	5	7	1	2	3	1	3	4	50
Mishandling of Passenger Property - Disposition	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	50	46	1,228
No Jurisdiction - No Referral	29	30	38	30	20	23	7	16	9	13	17	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 State	2	3	1		3	2		3	1	1		1	17
No Jurisdiction - Refer to FAA	2	4	2			1	1	2	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
Notice of Violation/Civil Penalties	3	2	2		2	1	2	3	3	2	5	5	30
Notice of Violation/Civil Penalties - General	3	2	2		2	1	2	3	3	2	5	5	30
Ombudsman	1		1	2	2				1			1	8
Ombudsman - General	1		1	2	2				1			1	8
Patdown	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
Persons w/ Disabilities (PWD)	13	10	5	5	12	4			2	3	4	1	59
Persons w/ Disabilities (PWD) - Breast Cancer	1				1	1							3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1								1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1						1	2
Persons w/ Disabilities (PWD) - Diabetes	2	1	2	1	1				1				9
Persons w/ Disabilities (PWD) - General	1	3	2		1	1							8
Persons w/ Disabilities (PWD) - Hearing Impaired	1			1									2
Persons w/ Disabilities (PWD) - Internal Medical Device	1												1
Persons w/ Disabilities (PWD) - Medical Device	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1			1	4				1				7
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Device	1	2		1						1	2		7
Persons w/ Disabilities (PWD) - Prostheses	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers			1										1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aids	1									1			2
Persons w/ Disabilities (PWD) - Wheelchairs	1	2		1	2	1				1	1		9
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Prohibited & Permitted Items	2	6	9	7	7	2	1	1	2	1	2	4	44
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Prohibited & Permitted Items - Breast Milk/Baby Formula		1											1
Prohibited & Permitted Items - Chemical/Household Products												2	2
Prohibited & Permitted Items - Electronic Devices			3										3
Prohibited & Permitted Items - Firearm/Ammunition		1			1							1	3
Prohibited & Permitted Items - Food/Beverages		1		1	1						1		4
Prohibited & Permitted Items - General	1	1	1	5	3				2	1	1		15
Prohibited & Permitted Items - Knives/Tools	1		1									1	3
Prohibited & Permitted Items - Lighters/Matches		1	1	1		1							4
Prohibited & Permitted Items - Marijuana			1										1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items					1								1
Prohibited & Permitted Items - Remains						1	1	1					3
Prohibited & Permitted Items - Sporting Goods		1			1								2
Property - Special Handling	61	70	84	81	73	45	10	15	16	33	27	37	552
Property - Special Handling - Damaged Items	5	7	4	4	7	2				2		3	34
Property - Special Handling - Damaged Items - General	23	28	25	31	21	19	3	7	7	13	14	18	209
Property - Special Handling - Missing Items	2	6	6	3	3	3		1	3	2	1	3	33
Property - Special Handling - Missing Items - General	31	29	49	43	42	21	7	7	6	16	12	13	276
Request for Assistance	1									1			2
Request for Assistance - Other	1									1			2
Screening	120	104	135	126	121	83	15	30	30	37	43	42	886
Screening - Children			1										1
Screening - Crew Member or Airline Employee				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					1			10
Screening - Procedures/Process	69	59	77	63	69	49	8	23	16	27	35	28	523
Screening - Rail				1				2					3
Screening - Retrieving Abandoned/Confiscated	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				3
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area) - General	1												1
TSA Contact Information		1	1	1							1		4
TSA Contact Information - General		1	1	1						1			4
TWIC	2	6	5	3	4	1	4	3	2	3	6	4	43
TWIC - General	1	3	1		2	1	3	2	1	1	4	1	20
TWIC - Status	1	3	4	3	2		1	1	1	2	2	3	23
2021	2,348	1,804	931	833	501	1,796	2,100	1,528	1,855	2,052	2,433	2,755	20,936
Additional Information Required/Insufficient Information	8	8	10	4	7	5	6		3	6	4	4	65
Additional Information Required/Insufficient Information - General	8	8	10	4	7	5	6		3	6	4	4	65
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Airline	90	52	14	7	4	11	8	18	20	12	9	6	251

TSA Contact 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
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 - General			1	1			1						3
Call Disconnect/Dropped/Wrong Number			2		4	1	4	1	2	2	7	2	25
Call Disconnect/Dropped/Wrong Number - General			2		4	1	4	1	2	2	7	2	25
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 Discrimination	2	1	6	2		3		2	1	1	2	1	21
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1		1	3
Civil Rights - Sexual Orientation - Not Transgender												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							1		2
Current Topic - Current Topic				1							1		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			5
Duplicate E-mail		1	6	6	4	1			6	2	9	1	36
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 Program - General	2	2	1			3	1		2	2	2	2	17
Expedited Passenger Screening Program - 18-75	7	4	2	4	4	11	17	21	22	31	17	19	159
Expedited Passenger Screening Program - Over 75	1	1	1		1						2	5	11
Expedited Passenger Screening Program - 18-75	33	36	34	24	27	100	233	217	230	127	546	962	2,569
Expedited Passenger Screening Program - Over 75	1,772	1,278	446	561	303	1,518	1,618	1,041	1,338	1,685	1,694	1,622	14,876
Expedited Passenger Screening Program - 18-75	2	2	2		1	6	4	10	13	11	6	17	74
Federal Air Marshall Service (FAMS)							1			1		1	3
Federal Air Marshall Service (FAMS) - General							1			1		1	3
Federal Flight Deck Officer (FFDO) Program						1							1
Federal Flight Deck Officer (FFDO) Program - General						1							1
Freedom of Information Act (FOIA)	1		3										4
Freedom of Information Act (FOIA) - General	1		3										4
General Aviation	1	1	4	3			2	1					12
General Aviation - Alien Flight School Program	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	5	2	276
HAZMAT Endorsement	6	5	1	3	1	4	3	3	4	1	1		32
HAZMAT Endorsement - General	2	3	1	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			1										1
Human Capital - Former Employee									1				1
Human Capital - Prospective Employment	1	1				2	1	8	14	5	5	4	41
Human Capital - TSA Background Check									1		1		2
Identification (ID) Requirements	2	6	6	1	3	9	14	6	13	7	4	4	75
Identification (ID) Requirements - Domestic	2	6	6	1	3	8	13	5	13	7	4	4	72
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1	1						2
Identification (ID) Requirements - International Travel								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	2	6	12	4	1	6	2	20	10	5	6	2	76
Lost and Found - Airport/TSA	2	6	12	4	1	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 - Damaged	1				1								2
Mishandling of Passenger Property - Damaged - General	3	5	20	8	6	10	8	5	6	4	1	3	79
Mishandling of Passenger Property - Damaged - Status	65	63	106	66	38	23	49	39	31	23	23	7	533
Mishandling of Passenger Property - Damaged - Other	1	5	13	5	2				3	2	2		33
Mishandling of Passenger Property - Disposition	12	6	16	4	5	6	2	2	1	2	1	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		1	4	5	5	1		1	58

TSA Contact 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
No Jurisdiction - Refer to CBP	36	32	7	7	4	7	5	10	7	4	7		126
No Jurisdiction - Refer to Department of 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 - General	2		1	2				5	2	1	1	1	15
Ombudsman										1	1		2
Ombudsman - General										1	1		2
Patdown		2	2	1	2		1		2	3	1	2	16
Patdown - Children							1						1
Patdown - Flyer		2	2	1	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 Cancer					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 Necessary Medication			1						4	2			7
Persons w/ Disabilities (PWD) - Metal Implants (Joint)							2					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1			1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1		2				5
Prohibited & Permitted Items	3	10	17	8	5	10	10	12	8	6	3	6	98
Prohibited & Permitted Items - Alcohol and Tobacco			1					1		1	1	1	5
Prohibited & Permitted Items - Beauty & Grooming Items			1					2					3
Prohibited & Permitted Items - Chemical/Flammable	1	1	1										3
Prohibited & Permitted Items - Electronic Devices		1	2			2	2	2	2			2	13
Prohibited & Permitted Items - Firearm/Ammunition		1		2	1	1		1	1			1	8
Prohibited & Permitted Items - Food/Beverages		1	2	1					1			2	7
Prohibited & Permitted Items - General	1	1	3	1	1	3	5		1		1		17
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		2	2	1	1	2		2	2				12
Prohibited & Permitted Items - Lighters/Matches		3	1										4
Prohibited & Permitted Items - Liquids/Gels/Aerosols			2		1		2	1		3	1		10
Prohibited & Permitted Items - Marijuana	1		1	1	1	1	1	2					8
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items						1		1	1	1			4
Prohibited & Permitted Items - Sporting Goods			1	2						1			4
Property - Special Handling	23	27	11		6	3	10	20	16	11	9	8	144
Property - Special Handling - Damaged Items	3	2			2	1	1	5	2	1	2	2	21
Property - Special Handling - Damaged Items - General	6	9	3		3	1	5	3	3	6	2	3	44
Property - Special Handling - Missing Items	1	2	1				1	4	4	1			16
Property - Special Handling - Missing Items - General	13	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/ Disabilities (PWD)										1	1	1	3
Request for Assistance - Other							1						1
Screening	51	42	37	21	15	13	24	24	21	21	18	11	298
Screening - Children				2			1						3
Screening - Classified Materials			1										1
Screening - Crew Member or Airline Employee	1	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/Confiscated Items	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) - General	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
Transcriptions							1						1
Transcriptions - Claim Form Request							1						1
Transfer to Security Specialist			1	1				1		1	1		5
Transfer to Security Specialist - Reportable Communication			1	1				1		1	1		5
TSA Contact Information		1	2	1	1						1		6
TSA Contact Information - General		1	2	1	1						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	2,722	3,330	5,314							28,571
Additional Information Required/Insufficient Information	8	12	3		2	7							32
Additional Information Required/Insufficient Information - General	8	12	3		2	7							32
Airline	17	9	20	13	15	17							91
Airline - Baggage Requirements					2								2
Airline - Lost Baggage	2		2	2	5	4							15
Airline - Policy/Regulations/Service	14	8	17	10	8	10							67
Airline - Wheelchair Assistance	1	1	1	1		3							7
Animals			1										1

TSA Contact 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
Animals - Carry-On				1									1
Business, Suggestions, and Ideas	1	1	1										3
Business, Suggestions, and Ideas - General	1	1	1										3
Call Disconnect/Dropped/Wrong Number			2	1									3
Call Disconnect/Dropped/Wrong Number - General		2	1										3
Cargo	1				2	2							5
Cargo - Indirect Air Carrier (IAC)	1				2	1							4
Cargo - Known Shipper						1							1
Civil Rights	2	2	5	1	4	4							18
Civil Rights - Civil Rights Violation (TSA Employee)		1	1										2
Civil Rights - Constitutional Rights					2	2							4
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	2		2		2								6
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1				2							3
Claims	6	13	4	13	7	14							57
Claims - General	4	6	2	9	2	9							32
Claims - Status	2	7	2	4	5	5							25
Current Topic		1		1		1							3
Current Topic - Current Topic		1		1		1							3
Customer Service	17	38	35	12	21	20							143
Customer Service - CSM				1		1							2
Customer Service - Others	2	3	2	6	5	2							20
Customer Service - TCC	4	1	1	2	5	1							14
Customer Service - TSO	11	34	32	3	11	16							107
DHS TRIP	5	6	3	5	8	10							37
DHS TRIP - General	5	5	2	3	5	7							27
DHS TRIP - Status		1	1	2	3	3							10
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	2,469	3,051	4,875							26,473
Expedited Passenger Screening Program - Children 1	1	5	7	1	4	2							20
Expedited Passenger Screening Program - Children 2		1	1										2
Expedited Passenger Screening Program - Children 3	42	54	62	22	38	45							263
Expedited Passenger Screening Program - Children 4	2	2		2		1							7
Expedited Passenger Screening Program - Children 5	1			1		2							4
Expedited Passenger Screening Program - Children 6	2,604	2,553	1,708	716	578	499							8,658
Expedited Passenger Screening Program - Children 7	2,782	3,301	2,878	1,707	2,414	4,312							17,394
Expedited Passenger Screening Program - Children 8	17	32	25	20	17	14							125
Federal Flight Deck Officer (FFDO) Program	1												1
Federal Flight Deck Officer (FFDO) Program - General	1												1
Freedom of Information Act (FOIA)	2	1		1	2								6
Freedom of Information Act (FOIA) - General	2	1		1	2								6
General Aviation			1										1
General Aviation - Alien Flight School Program (AFSP)			1										1
Hazardous Materials Safety	5	4	7	7	8	5							36
Hazardous Materials Safety - General	5	4	7	7	8	5							36
HAZMAT Endorsement	5	3	11	11	14	16							60
HAZMAT Endorsement - General		2	1	3	7	6							19
HAZMAT Endorsement - Status	5	1	10	8	7	10							41
Human Capital	16	15	13	14	20	15							93
Human Capital - Current Employee			2	2									4
Human Capital - Employment Verification			1										1
Human Capital - Former Employee	2		2	1	4	3							12
Human Capital - Prospective Employment	12	15	8	11	16	12							74
Human Capital - TSA Background Check	2												2
Identification (ID) Requirements	12	25	28	25	23	50							163
Identification (ID) Requirements - Domestic	9	16	19	19	17	34							114
Identification (ID) Requirements - ID Match	1	4	6	1	4	4							20
Identification (ID) Requirements - International Travel		4	2	4	1	8							19
Identification (ID) Requirements - Minors Domestic			1		1	2							4
Identification (ID) Requirements - Real ID	2	1		1		2							6
Locks	1	4	4	2	6	4							21
Locks - General		1											1
Locks - Missing or Damaged Lock	1	3	4	2	6	4							20
Lost and Found	11	17	17	7	9	19							80
Lost and Found - Airport/TSA	11	17	17	7	9	19							80
Mishandling of Passenger Property	9	31	40	29	25	31							165
Mishandling of Passenger Property - Damaged	3	11	23	11	5	6							59
Mishandling of Passenger Property - Damaged/Missing Items--U	5	20	15	16	17	22							95
Mishandling of Passenger Property - Damaged/Missing Items--U			1	1									2
Mishandling of Passenger Property - Disassembled	1		1	1	3	3							9
No Jurisdiction	71	79	72	49	46	81							398
No Jurisdiction - No Referral	6	5	7	5	6	18							47
No Jurisdiction - Refer to CBP	33	23	12	9	11	24							112
No Jurisdiction - Refer to Department of State	1	1	1	2		1							6
No Jurisdiction - Refer to FAA	2		1		1	1							5
No Jurisdiction - Refer to Other	29	50	51	33	28	37							228
No Subject	7	1	9	3									20
No Subject - General	7	1	9	3									20
Notice of Violation/Civil Penalties	4	8	7	8	15	22							64
Notice of Violation/Civil Penalties - General	4	8	7	8	15	22							64
Ombudsman		1											1
Ombudsman - General		1											1
Patdown		7	6		4	1							18

TSA Contact 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
Patdown - Flyer			5	6		3							14
Patdown - General			2			1	1						4
Persons w/ Disabilities (PWD)	7	10	9	3	4	11							44
Persons w/ Disabilities (PWD) - Autism S	1		1			1							3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		1	1				1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1					1						2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2							8
Persons w/ Disabilities (PWD) - Internal M	1												2
Persons w/ Disabilities (PWD) - Medical C	1		1				1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio			1	2			1						4
Persons w/ Disabilities (PWD) - Metal Imp	2	3	1			1	1						8
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2										2
Persons w/ Disabilities (PWD) - Respirato	1						1						2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	1						3
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol an	1	2	2										5
Prohibited & Permitted Items - Beauty & C	2												2
Prohibited & Permitted Items - Breast Milk	1	1											2
Prohibited & Permitted Items - Chemical/Household F		1											1
Prohibited & Permitted Items - Electronic Devices		1	3										4
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beve	1	1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/Tools/Razors/€	1	1	1	1									3
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Prohibited & Permitted Items - Medication	1	1		2									4
Prohibited & Permitted Items - Remains	1												1
Prohibited & Permitted Items - Sporting G	1	1	1	2									5
Property - Special Handling	9	21	34	10	10	15							99
Property - Special Handling - Damaged It	2	7	23	4	6	7							49
Property - Special Handling - Damaged It	1	2	4	2	1	1							11
Property - Special Handling - Missing Item	2	7	3	2		1							15
Property - Special Handling - Missing Item	4	5	4	2	3	6							24
Request for Assistance			2									1	3
Request for Assistance - Non-Persons w/ Disabilities (PWD)			2										2
Request for Assistance - Other												1	1
Screening	33	64	73	22	18	78							288
Screening - Children		1		1									2
Screening - Crew Member or Airline Employee			1										1
Screening - Gate Pass				1									1
Screening - Inconsistency	3	15	7	2	1	3							31
Screening - International Screening		1	2	1	3								7
Screening - Lengthy Lines	1	5	8				3						17
Screening - Military		1											1
Screening - Opposite Gender		1							1				2
Screening - Procedures/Process	26	35	52	15	13	65							206
Screening - Rail		1				1							2
Screening - Retrieving Abandoned/Confis	3	4	1	1						5			14
Screening - Security Breach									1				1
Screening - Shoe Screening			1										1
Screening - Traveling with Cash			1	1									2
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
SPAM				1									1
SPAM - General				1									1
System Administrator				1									1
System Administrator - General				1									1
Transportation Security Operations Center			1	1									2
Transportation Security Operations Center - Refer to Airport			1	1									2
TSA Contact Information	1		1	1	3								6
TSA Contact Information - General	1		1	1	3								6
TWIC	9	23	12	6	13	14							77
TWIC - General	4	5	5	4	6	7							31
TWIC - Status	5	18	7	2	7	7							46
Total	25,633	25,314	24,197	27,361	27,990	33,946	15,405	15,842	17,369	19,448	20,890	20,158	273,553