



TSA Contact Center Traveler Complaints Report – 03/2024

Since its formation, Transportation Security Administration (TSA) has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values customer feedback and encourages passengers to contact us if the level of service provided to them does not meet their expectations ^a

In March 2024, TSA screened approximately 75.4 million passengers at screening checkpoints (+7.7% YoY) and 43.4 million checked bags at baggage screening locations (-2.2% YoY).

In March 2024, TSA received 15,365 complaints (i.e. a description of a negative experience) from the general public via phone or email (or 20.4 complaints per 100,000 passengers ^b) (-1.2% YoY by volume; -1.4% YoY by rate).

Below is a more detailed breakdown:

TSA PreCheck®		Courtesy / Professionalism		Screening of Personal Property	
Number of Complaints	Complaints per 100,000 Passengers ^b	Number of Complaints	Complaints per 100,000 Passengers ^b	Number of Complaints	Complaints per 100,000 Passengers ^b
11,613 -6.8% YoY	15.5 -6.6% YoY	1,257 +42.0% YoY	1.7 +41.7% YoY	700 +31.6% YoY	1.0 +25.0% YoY

Screening of Passengers		Civil Rights & Liberties		Wait Times (Checkpoint)	
Number of Complaints	Complaints per 100,000 Passengers ^b	Number of Complaints	Complaints per 100,000 Passengers ^b	Number of Complaints	Complaints per 100,000 Passengers ^b
635 -36.0% YoY	0.9 -35.7% YoY	461 +50.2% YoY	0.7 +40.0% YoY	202 +78.8% YoY	0.3 +50.0% YoY

Other TSA-related		Non-TSA related, All Others		Non-TSA related, Airline	
Number of Complaints	Complaints per 100,000 Passengers ^b	Number of Complaints	Complaints per 100,000 Passengers ^b	Number of Complaints	Complaints per 100,000 Passengers ^b
153 +51.5% YoY	0.3 +50.0 YoY	287 +133.3% YoY	0.4 +100.0 YoY	57 +50.0% YoY	0.1 +0.0% YoY

REFERENCES

^a The TSA Contact Center can be reached via phone (tel: 866-289-9673) or e-mail (tailored web forms at <https://www.tsa.gov/contact/contact-forms>). TSA Contact Center representatives are available from 8:00AM to 11:00PM EST, Monday through Friday, and Weekends and Holidays, 9:00AM to 8:00PM.

^b The complaints per 100,000 passengers' metric is calculated as follows: # of Complaints divided by # of Airline Passenger multiplied by 100,000 (e.g. 300 complaints / 20,000,000 passengers * 100,000 equals 1.50). In this example, TSA experienced 1.5 complaints for every 100,000 passengers that TSA screened.

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Categories	10-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	31	22	27	34	32	29	33	18	25	13	19	33	316
2022	7	3	6	5	6	9	15	10	18	4	10	17	110
Civil Rights	1		2				1				1	1	6
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service	1	1	1					1			2		6
Customer Service - Others											1		1
Customer Service - TSO	1	1	1					1			1		5
Expedited Passenger Screening Program	2	2	2	5	4	8	14	8	16	4	6	13	84
Expedited Passenger Screening Program - TSA Application Program			1		1				2	1			5
Expedited Passenger Screening Program	2	2	1	5	3	8	14	8	14	3	6	13	79
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Patdown					2						1		3
Patdown - Flyer					2						1		3
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	1												1
Screening	2		1			1		1	1			1	7
Screening - Inconsistency	1											1	2
Screening - Procedures/Process	1		1			1		1	1				5
2023	16	9	12	11	14	9	18	8	7	9	9	16	138
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service							1			1		1	3
Customer Service - TSO							1			1		1	3
Expedited Passenger Screening Program	15	9	12	10	13	8	15	7	7	8	6	12	122
Expedited Passenger Screening Program	1											1	2
Expedited Passenger Screening Program	1				1		3			1			6
Expedited Passenger Screening Program	13	9	12	10	12	8	12	7	7	7	6	11	114
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					1	1					2		4
Patdown - Flyer					1	1					2		4
Persons w/ Disabilities (PWD)				1							1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening	1							1				2	4
Screening - Inconsistency												1	1
Screening - Procedures/Process	1							1				1	3
2024	8	10	9	18	12	11							68
Customer Service		1	2	1	2	1							7
Customer Service - TSO		1	2	1	2	1							7
Expedited Passenger Screening Program	8	6	7	15	9	10							55
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	8	6	7	14	9	10							54
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)		1			1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		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
ABI	5	4	3	4	3	5	2	4	5	1	5	4	45
2022			2		1		2	2	4		3	2	16
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	2	3		2	1	11
Expedited Passenger Screening Program - TSA PreCheck					1		2	2	3		2	1	11
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening												1	1
Screening - Inconsistency												1	1
2023	1	1	1	2		1		2	1	1	2	2	14
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	1		1		2		1	1	2	11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		1	1	1		1		2		1	1	2	10
Patdown									1				1
Patdown - Flyer									1				1
2024	4	3		2	2	4							15
Customer Service		2		2		1							5
Customer Service - TSO		2		2		1							5
Expedited Passenger Screening Program	4				1	3							8
Expedited Passenger Screening Program	4				1	3							8
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						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
ABQ	149	112	124	104	96	126	87	62	91	82	72	76	1,181
2022	36	37	28	38	38	65	58	37	53	43	29	35	497
Civil Rights		2			2	2	2	1		2			11
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Race						2				1			3
Civil Rights - Racial Profiling or Discrimination		2			1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1						2
Civil Rights - Transgender Screening								1					1
Customer Service	3	3	4	3	2	3	4	3	1	1	1	2	30
Customer Service - TCC						1							1
Customer Service - TSO	3	3	4	3	2	2	4	3	1	1	1	2	29
Expedited Passenger Screening Program	27	20	17	30	27	51	44	27	44	38	24	22	371
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD			2							1		1	4
Expedited Passenger Screening Program	3	4	1		1	1	1	1	4	3	1	2	22
Expedited Passenger Screening Program	24	15	14	30	26	50	43	26	39	34	23	18	342
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					1	3
Locks - General							1						1
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1	2		1	2	1		4	16
Mishandling of Passenger Property - Damaged/Missi		1							1			1	3
Mishandling of Passenger Property - Dam	1		2		1	2		1	1			3	11
Mishandling of Passenger Property - Disa	1									1			2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown	1	2	1	1	2						2	1	10
Patdown - Children											1		1
Patdown - Flyer	1	2	1	1	2						1		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	2				2		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) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically	1								1				2
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	3	1	2	1	1	2	24
Property - Special Handling - Damaged It	1		1		1	1	2			1		2	9
Property - Special Handling - Damaged Items - Check		1			1	1			1		1		5
Property - Special Handling - Missing Items - Carry-C		1			1	2		1	1				6
Property - Special Handling - Missing Items - Checke	3						1						4
Screening		2	2	4		1	4	2	3		1	3	22
Screening - Inconsistency			1	2			2	1	1			2	9
Screening - Procedures/Process		2	2			1	1	1	2		1	1	11
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
2023	58	34	37	32	21	31	29	25	38	39	43	41	428
Civil Rights			1		1			2		2		1	7
Civil Rights - National Origin												1	1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			2		1			4
Civil Rights - Transgender Screening										1			1
Claims						1							1
Claims - Status						1							1
Customer Service	4	3	2	2	1	1	5		2	9	9	7	45
Customer Service - CSM							1						1
Customer Service - TSO	4	3	2	2	1	1	4		2	9	9	7	44
DHS TRIP													1
DHS TRIP - General													1
Expedited Passenger Screening Program	48	27	27	26	13	24	19	16	24	16	22	24	286
Expedited Passenger Screening Program - DoD		1			1								2
Expedited Passenger Screening Program	1	1	3	1		2				1	1	1	11
Expedited Passenger Screening Program	47	25	24	25	12	22	19	16	24	15	21	23	273
Locks													1
Locks - Missing or Damaged Lock							1						1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	1	1	1		1	1		2	2	2	2	14
Mishandling of Passenger Property - Damaged/Missi		1				1	1		1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1	1	3
Mishandling of Passenger Property - Disa	1		1	1					1	1			5
No Jurisdiction			1								1		2
No Jurisdiction - No Referral											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				2	2	1	1	1	1	2	1	12
Patdown - Flyer	1				2	2	1	1	1	1	1	1	11
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1							1	5	3	1	1	12
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) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1								1		1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										3			3
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									2				2
Property - Special Handling	1	1	2	1				1	1		1	1	9
Property - Special Handling - Damaged Items	1			1				1					3
Property - Special Handling - Damaged Items - Checked			1	1							1	1	4
Property - Special Handling - Missing Items - Checked				1					1				2
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	2	1	3	1	4	2	2	4	3	6	4	3	35
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1								1	1	1		4
Screening - Lengthy Lines							1	1			1		3
Screening - Procedures/Process	1	1	3	1	4	2	1	2	1	5	2	2	25
Screening - Retrieving Abandoned/Confiscated Items								1				1	2
2024	55	41	59	34	37	30							256
Civil Rights			2	2	1	2							7
Civil Rights - Not Specified			1										1
Civil Rights - Profiling						1							1
Civil Rights - Race				2		1							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening					1								1
Customer Service	7	5	12	6	10	6							46
Customer Service - TSO	7	5	12	6	10	6							46
Expedited Passenger Screening Program	33	24	34	20	14	17							142
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program	1		2			1							4
Expedited Passenger Screening Program	32	24	32	19	14	16							137
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	6	2	2	2	1	3							16
Mishandling of Passenger Property - Damaged	3			2	1	2							8
Mishandling of Passenger Property - Damaged	3	2	2			1							8
No Jurisdiction			2										2
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1										1
Patdown		1			2								3
Patdown - Flyer		1			2								3
Persons w/ Disabilities (PWD)	1	1			3								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		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1	4	1	3	2								11
Property - Special Handling - Damaged Items - Carry-On		3	1	1	1								6
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items	1	1		1	1								4
Screening	6	4	6	1	4	2							23
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency	1	1			2								4
Screening - Lengthy Lines	1		2		2	1							6
Screening - Procedures/Process	4	2	4	1									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
ABR	4	3	4	4	1	4	2	1	2	2	2	2	31
2022	3	1	1			2	2	1		2		1	13
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Expedited Passenger Screening Program	1					1	2	1		1		1	7
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	2						1						3
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Missing Item	1												1
Screening				1									1
Screening - Procedures/Process				1									1
2023		1	2	4					2		2	1	12
Civil Rights				1	1								2
Civil Rights - Race				1	1								2
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program				1	3				1		1		6
Expedited Passenger Screening Program - TSA PreCheck				1	3				1		1		6
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			1										1
Screening - Lengthy Lines			1										1
2024	1	1	1		1	2							6
Customer Service						2							2
Customer Service - CSM						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA PreC			1			1							2
No Subject				1									1
No Subject - 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
ABY		5	1	2		7	2	4	3	2	3	2	31
2022		2				2		2	2	2	3	2	15
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Expedited Passenger Screening Program		2				2				1	2	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreC		2								1	1	1	7
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
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) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
2023				2		3	2	2	1				10
Airline						1							1
Airline - Baggage Requirements						1							1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				2			1	2	1				6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1			1	2	1				5
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
2024		3	1			2							6
Expedited Passenger Screening Program		3											3
Expedited Passenger Screening Program - TSA PreC		3											3
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							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
ACK	2					1			3	4	16	2	28
2022									1	2	9	1	13
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program									1	1	6		8
Expedited Passenger Screening Program - TSA PreCheck									1	1	6		8
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2023	1								2	2	7	1	13
Customer Service	1									1	2		4
Customer Service - TSO	1									1	2		4
Expedited Passenger Screening Program									2		4		6
Expedited Passenger Screening Program - TSA PreCheck									2		4		6
Locks												1	1
Locks - Missing or Damaged Lock												1	1
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 - Damaged Items - Checked										1			1
2024	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

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Categories	10-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	3	6	1	7	2	3	1	4	4	1	5	38
2022		1	3		3	1	2	1	3	2		2	18
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program - TSA Application Proc				1	1								2
Expedited Passenger Screening Program - TSA PreC		1	2		2	1	2	1	2	1		2	14
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2023	1	2			3	1	1		1	2	1	3	15
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	2			3	1			1	1		3	12
Expedited Passenger Screening Program	1	2			3	1			1	1		3	12
Screening											1		1
Screening - Procedures/Process											1		1
2024			3	1	1								5
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
Screening			1										1
Screening - Inconsistency			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	3	3	2	5	4	1		2	3	2	31
2022		2	1			2	2			2	2	2	13
Expedited Passenger Screening Program		1	1			2	2			2	2	2	12
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC			1	1		1	2			2	2	2	11
Screening			1										1
Screening - Procedures/Process			1										1
2023		2		2	2	1	2	1			1		11
Expedited Passenger Screening Program		2		2	2	1	2				1		10
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		2		2	1	1	2				1		9
Screening									1				1
Screening - Procedures/Process									1				1
2024	1	1	2	1		2							7
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	1	1	1		2							6
Expedited Passenger Screening Program	1	1	1	1		2							6

TSA Contact Center Traveler Complaints Report

Categories	10-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	27	18	29	15	16	18	15	15	13	11	11	9	197
2022	5	6	6	3	5	5	8	9	7	7	5	5	71
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	2	1				1			1		1	1	7
Customer Service - TSO	2	1				1			1		1	1	7
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	1	4	3	3	5	3	6	7	5	2	3	4	46
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program	1	4	3	3	5	3	5	6	5	2	3	4	44
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
Patdown						1				2	1		4
Patdown - Children										1			1
Patdown - Flyer										1			1
Patdown - Flyer as Observer						1					1		2
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			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				2			2			6
Screening - Inconsistency	1									1			2
Screening - Procedures/Process							2			1			3
Screening - Shoe Screening			1										1
2023	10	4	11	5	5	7	7	6	6	4	6	4	75
Customer Service			1								1		2
Customer Service - TSO			1								1		2
Expedited Passenger Screening Program	8	4	9	4	5	7	6	6	6	3	2	1	61
Expedited Passenger Screening Program	1		2						2				5
Expedited Passenger Screening Program	7	4	7	4	5	7	6	6	4	3	2	1	56
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Medically	1										1		2
Screening	1		1	1						1	2	2	8
Screening - Inconsistency												1	1
Screening - Procedures/Process	1		1	1						1	2	1	7
2024	12	8	12	7	6	6							51
Customer Service	1	1	1	1									4
Customer Service - TSO	1	1	1	1									4
Expedited Passenger Screening Program	10	7	8	5	6	5							41
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	10	7	7	4	6	5							39
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 Lug				1									1
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Screening	1		1										2
Screening - Inconsistency	1												1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADK		1				2		3		1	1		8
2022								2			1		3
Expedited Passenger Screening Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck								2			1		3
2023						1		1		1			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
2024		1				1							2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missi													1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	3	3	1	1	3	2	1		2	2	20
2022		1	1					1	1		1	2	7
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												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
2023			2	1	1	1	3	1			1		10
Expedited Passenger Screening Program			2	1	1	1	3	1			1		9
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	1	3				1		8
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
2024	1			2									3
Expedited Passenger Screening Program	1			2									3
Expedited Passenger Screening Program	1			2									3

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	3	3	7	6	1	6	1	3	1	1	42
2022	4	1	1	1	2	3		6	1	2	1		22
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			1	1	2		3		2	1		11
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	2		1										3
Screening - Gate Pass	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1
2023			1	2	2	2	1			1		1	10
Civil Rights					1							1	2
Civil Rights - Race					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	1			1			5
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	1			1			5
Patdown			1	1									2
Patdown - Flyer			1	1									2
2024	2	3	1		3	1							10
Expedited Passenger Screening Program	2	1	1		3	1							8
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	2	1	1		3								7
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	13	9	20	13	11	26	9	12	8	14	10	13	158
2022	2	1	11	3	3	7	4	6	4	2	6	11	60
Customer Service	1		1	1		1			1	1			6
Customer Service - TSO	1		1	1		1			1	1			6
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5	3		5	8	38
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1		5	2	2	4	2	5	2		5	8	36
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--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown												1	1
Patdown - Flyer												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	1	1				1	8
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	2	1	1				1	7
2023	5	5	3	4	4	6	5	6	4	12	4	2	60
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service					1					1	1		3
Customer Service - TSO					1					1	1		3
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	3	2	48
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	5	4	3	2	3	5	4	4	3	10	1	2	46
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											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
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1				1	1	1			4
Screening - Inconsistency										1			1
Screening - Procedures/Process				1				1	1				3
2024	6	3	6	6	4	13							38
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service				2		1							3
Customer Service - CSM				1									1
Customer Service - Others						1							1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	6	2	5	4	4	11							32
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	6	2	5	4	4	10							31
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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
2023													1	1
Customer Service													1	1
Customer Service - TSO													1	1

TSA Contact Center Traveler Complaints Report

Categories	10-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			2			1			1		2	2	8
2022											2	2	4
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Screening											1	1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process												1	1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
2024			2			1							3
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
Screening									1				1
Screening - Inconsistency									1				1

TSA Contact Center Traveler Complaints Report

Categories	10-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	64	67	50	58	74	73	49	51	42	44	63	52	687
2022	19	11	12	16	22	21	26	25	23	21	33	25	254
Civil Rights	1						2	1			2		6
Civil Rights - Race							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				1			1	2	2	2	2		10
Customer Service - TSO				1			1	2	2	2	2		10
Expedited Passenger Screening Program	9	8	9	13	19	18	17	20	17	11	27	21	189
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2		1			2		2			1	9
Expedited Passenger Screening Program	8	6	8	12	18	18	15	20	15	10	27	20	177
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Human Capital							2						2
Human Capital - Prospective Employment with TSA							2						2
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/Missing Items--Checked Baggage										1		1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1	1		3
Patdown	2			1	1						1		6
Patdown - Flyer	2			1	1						1		6
Persons w/ Disabilities (PWD)		2				1			1	2			6
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 (N		2											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3	1				1	2	1	1	1	1	1	12
Property - Special Handling - Damaged It	1						2						4
Property - Special Handling - Damaged It	1							1		1			3
Property - Special Handling - Missing Items - Carry-C		1							1				2
Property - Special Handling - Missing Item	1					1					1		3
Screening	4		3	1	1	2	2		1	2		1	17
Screening - Inconsistency	1												2
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	3		2	1	1		2		1	2			12
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	30	30	22	21	30	26	23	26	19	23	30	27	307
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	4		1	1	2	15
Customer Service - Others								1					1
Customer Service - TSO	2	1		1	1	1	1	3		1	1	2	14
Expedited Passenger Screening Program	22	27	16	15	23	22	19	20	14	18	22	23	241
Expedited Passenger Screening Program	2	2	1	1							1		7
Expedited Passenger Screening Program	20	25	15	14	23	22	19	20	14	18	21	23	234
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property	1		1	1	1			1		1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	1		1	1						1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	1		1		1	1	1		2	1	2		10
Patdown - Flyer	1		1		1	1	1		1	1	2		9
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) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	1			1	1			1		1	1	7
Property - Special Handling - Damaged It	1	1							1				3
Property - Special Handling - Missing Items - Carry-On											1	1	2
Property - Special Handling - Missing Items - Checked					1	1							2
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	2	1	4	3	2	1	2	1	1	1	2		20
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			2	1			1			1			5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2	1	1	2	2		1	1	1		2		13
2024	15	26	16	21	22	26							126
Civil Rights				1									1
Civil Rights - Perceived Religion				1									1
Customer Service		1	3	1	2	2							9
Customer Service - TSO		1	3	1	2	2							9
Expedited Passenger Screening Program	13	20	11	17	15	21							97
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1				1	1							3
Expedited Passenger Screening Program	11	20	11	17	14	20							93
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Dam	1	1											2
Patdown		1	1	1	1								4
Patdown - Flyer		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)	1		1				2						4
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prostheses	1						1						2
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		3			4		1						8
Screening - Lengthy Lines			2			2							4
Screening - Procedures/Process			1			1	1						3
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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		1	2	2	2							8
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
2023	1				1	1							3
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2
Patdown							1						1
Patdown - Flyer							1						1
2024			1										1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2		2	2	1				2	1	1		11
2022			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
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Screening			1										1
Screening - Procedures/Process			1										1
2023	1		1						2				4
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
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 - Crew Member or Airline Empl		1											1
2024	1			2									3
Expedited Passenger Screening Program	1			2									3
Expedited Passenger Screening Program	1			2									3

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	1	1	3		1	1	1		2	3	16
2022	1		1		1			1	1		1	2	8
Expedited Passenger Screening Program					1				1		1		3
Expedited Passenger Screening Program - TSA PreCheck					1				1		1		3
Property - Special Handling	1							1					2
Property - Special Handling - Missing Item	1							1					2
Screening				1									2
Screening - Procedures/Process				1									3
2023		1					1				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
Patdown													1
Patdown - Flyer													1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2024	1			1	2								4
No Jurisdiction					1								1
No Jurisdiction - No Referral					1								1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Screening		1			1								2
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	13	10	7	9	9	20	7	5	6	4	6	13	109
2022		3	2		2	6	4	2	3	1	2	7	32
Customer Service			1					1	1				3
Customer Service - TSO			1					1	1				3
Expedited Passenger Screening Program		3	1		2	4	2	1	2	1	2	6	24
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		3	1		2	4	1	1	2	1	2	6	23
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							1	2					4
Screening - Procedures/Process						1	2						3
Screening - Traveling with Cash												1	1
2023	8	3	2	3	2	10	3	3	3	3	4	6	50
Customer Service						3					2		5
Customer Service - TSO						3					2		5
Expedited Passenger Screening Program	7	2		2	2	1	1	2	3	1		6	27
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	6	2		2	2	1	1	2	2	1		6	25
Locks													1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1							1			3
Mishandling of Passenger Property - Dam	1		1							1			3
Patdown		1	1						1				3
Patdown - Flyer		1	1					1					3
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						6					1		7
Screening - Inconsistency						1							1
Screening - Lengthy Lines						2					1		3
Screening - Procedures/Process						3							3
2024	5	4	3	6	5	4							27
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service	2		1		1	1							5
Customer Service - TCC					1								1
Customer Service - TSO	2		1			1							4
Expedited Passenger Screening Program	1		1	2	1	2							7
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1	2	1	1							6
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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling	1	2		1	1								5
Property - Special Handling - Damaged Items - Check		2			1								3
Property - Special Handling - Missing Item	1			1									2
Screening			1	1	1	1							4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1		1	1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	50	63	47	48	48	68	29	41	77	75	76	62	684
2022	13	23	13	21	18	13	15	15	33	38	41	30	273
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Airline						1		1					2
Airline - Policy/Regulations/Service						1		1					2
Civil Rights			1			1		1	5	1	1	2	13
Civil Rights - Age										1			1
Civil Rights - National Origin								1	1				2
Civil Rights - Race									2			1	3
Civil Rights - Racial Profiling or Discrimination						1							1
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	1	3	2	2	1	2	2	1	1	3	6	5	29
Customer Service - TSO	1	3	2	2	1	2	2	1	1	3	6	5	29
Expedited Passenger Screening Program	6	17	9	12	8	9	9	10	23	25	24	17	169
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
Expedited Passenger Screening Program	1	3							2	1	1	1	9
Expedited Passenger Screening Program	5	14	9	11	6	9	9	10	21	24	22	16	156
Locks	1					2							5
Locks - General											1		1
Locks - Missing or Damaged Lock	1					2					1		4
Lost and Found											1	1	2
Lost and Found - Airport/TSA											1	1	2
Mishandling of Passenger Property				1				1	1	3	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2		1	3
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				1	2	1		6
Patdown - Flyer				1	1				1	2	1		6
Persons w/ Disabilities (PWD)	1		1			1		1	1			2	7
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
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
Property - Special Handling	2			2	2	1			1	1	1		10
Property - Special Handling - Damaged Items	2			2					1	1	1		7
Property - Special Handling - Missing Items - Checked					2	1							3
Screening	2	2		3	1	1	2	1		3	4	1	20
Screening - Children											1		1
Screening - Inconsistency	1		2								2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1	2		1	1	1	1	1			1		11
Screening - Retrieving Abandoned/Confiscated Items										1		1	2
2023	20	23	17	15	22	27	14	26	44	37	35	32	312
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Airline							1				1		2
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service							1						1
Civil Rights			1			1		1				1	5
Civil Rights - National Origin											1		1
Civil Rights - Not Specified							1						1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1				1	2
Customer Service	2	1	2	2	3	2	2	4	5	5	5	6	39
Customer Service - TSO	2	1	2	2	3	2	2	4	5	5	5	6	39
Expedited Passenger Screening Program	14	16	11	7	14	20	7	15	32	23	23	20	202
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	2	1				1				1			5
Expedited Passenger Screening Program	11	14	11	7	14	19	7	15	32	22	23	20	195
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		2											2
Mishandling of Passenger Property - Damaged/Missing Items - Checked	2		1					1			1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Ombudsman				1									1
Ombudsman - General			1										1
Patdown				3	2		1	1	1	2	1		11
Patdown - Flyer				2	2		1	1	1	2	1		10
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)						1	1	1	2	3	1		9
Persons w/ Disabilities (PWD) - Autism Spectrum										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) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	2			3
Property - Special Handling		1					1	1			1	1	5
Property - Special Handling - Damaged Items - Carry-On							1	1				1	3

TSA Contact Center Traveler Complaints Report

Categories	10-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
Property - Special Handling - Missing Items - Checke			1										1
Screening	1	3	1	3	2	3		2	4	4	1	2	26
Screening - Inconsistency	1	1		2					1	1	1		7
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		2	1	1	2	3		2	3	2		2	18
2024	17	17	17	12	8	28							99
Airline							1						1
Airline - Policy/Regulations/Service						1							1
Civil Rights			1										1
Civil Rights - Constitutional Rights			1										1
Customer Service			1	2	1	1							5
Customer Service - TSO			1	2	1	1							5
Expedited Passenger Screening Program	11	15	14	5	4	18							67
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	11	15	13	5	4	18							66
Locks	1				1	3							5
Locks - General						1							1
Locks - Missing or Damaged Lock	1				1	2							4
Mishandling of Passenger Property	2	1	1			1							5
Mishandling of Passenger Property - Dam	2	1	1			1							5
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Prosthesi	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 - Carry-On							1						1
Screening	1	1		2	2	3							9
Screening - Inconsistency				1									1
Screening - Procedures/Process	1	1		1	2	3							8

TSA Contact Center Traveler Complaints Report

Categories	10-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
2023	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN	1			2		2					1		6
2022				1		1					1		3
Expedited Passenger Screening Program				1		1					1		2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Patdown											1		1
Patdown - Flyer											1		1
2023	1					1							2
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2
2024				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1		2	1	1			2			1	11
2022	2	1		1					1			1	6
Customer Service	1			1					1				3
Customer Service - TSO	1			1					1				3
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
2023				1		1			1				3
Expedited Passenger Screening Program				1		1			1				3
Expedited Passenger Screening Program - TSA PreCheck				1		1			1				3
2024	1				1								2
Patdown	1				1								1
Patdown - Flyer	1												1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	15	9	8	32	26	20	12	3	13	9	13	12	172
2022	6	2	1	4	7	13	3	1	9	5	4	8	63
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	4	4	8	55
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	3	4	8	54
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
2023	3		5	11	5	7	9	2	4	4	9	4	63
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Transgender Screening				1									1
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Expedited Passenger Screening Program	3		4	8	4	6	6	1	3	2	9	4	50
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	3		3	8	4	6	6	1	3	2	9	4	49
Patdown			1										1
Patdown - Flyer as Observer			1										1
Property - Special Handling				1			2	1					4
Property - Special Handling - Damaged Items - Carry-On							2	1					3
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
2024	6	7	2	17	14								46
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service				2	3								5
Customer Service - TSO				2	3								5
Expedited Passenger Screening Program	3	5	2	9	6								25
Expedited Passenger Screening Program	3	5	2	9	6								25
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Screening	2			5	4								11
Screening - Lengthy Lines				5	2								7
Screening - Procedures/Process	2				2								4

TSA Contact Center Traveler Complaints Report

Categories	10-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	1,196	1,156	1,140	1,004	1,008	1,135	786	930	801	843	860	926	11,785
2022	213	284	292	197	255	336	354	424	381	362	420	443	3,961
Additional Information Required/Insufficient Information													2
Additional Information Required/Insufficient Information - EMAIL ONLY													2
Airline		1	1	1	1		1			1	2	1	9
Airline - Lost Baggage										1		1	2
Airline - Policy/Regulations/Service		1	1	1	1		1				1		6
Airline - Wheelchair Assistance											1		1
Civil Rights	3	2	2	4	4	2	7	2	2	5	2	4	39
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion		1										1	2
Civil Rights - Profiling						1	2						3
Civil Rights - Race						1	3	1	1	2	1	3	12
Civil Rights - Racial Profiling or Discrimination	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			1		1		1	1	1		6
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Claims				1				2					3
Claims - General								2					2
Claims - Status				1									1
Current Topic		1											1
Current Topic - Current Topic		1											1
Customer Service	36	50	30	19	29	40	28	49	30	39	29	40	419
Customer Service - CSM		1	1				1						3
Customer Service - Others			1		1				1	1			4
Customer Service - TCC												1	1
Customer Service - TSO	36	49	28	19	28	40	27	49	29	38	29	39	411
DHS TRIP			1		1				1			1	4
DHS TRIP - General			1		1							1	3
DHS TRIP - Status									1				1
Duplicate E-mail			1	1									2
Duplicate E-mail - General			1	1									2
Expedited Passenger Screening Program	123	182	203	141	185	254	261	320	314	277	355	335	2,950
Expedited Passenger Screening Program - Active Duty Military					1				1	2	1		5
Expedited Passenger Screening Program - Non-Military	1	3	3		1	1	1	4	4	1			19
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1												1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	9	25	17	8	6	9	9	15	10	13	9	13	143
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	112	154	183	133	176	242	247	298	299	259	345	321	2,769
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	2	4	3		2		1	13
Identification (ID) Requirements	1				2								3
Identification (ID) Requirements - Domestic					1								1
Identification (ID) Requirements - International Travel					1								1
Identification (ID) Requirements - Minors	1												1
Locks		1	1		1	1	1	2				4	11
Locks - Missing or Damaged Lock		1	1		1	1	1	2				4	11
Lost and Found		4				1			2	2		1	10
Lost and Found - Airport/TSA		4				1			2	2		1	10
Mishandling of Passenger Property		6	7	5	5	1	11	9	6	7	4	10	71
Mishandling of Passenger Property - Damaged/Missing		1	5			1	4	3	2	3	3	3	25
Mishandling of Passenger Property - Damaged/Missing		4	2	4	4		6	6	4	4	1	7	42
Mishandling of Passenger Property - Disarrayed Item		1		1	1								4
No Jurisdiction	2	4	1	1	1	4	3	4	1	2	3	3	29
No Jurisdiction - No Referral				1				3		1	1		6
No Jurisdiction - Refer to CBP	1	2			1	3	1	1				1	10
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other	1	2	1			1	2		1	1	1	2	12
Patdown			2		1					2	4	4	13
Patdown - Flyer			2		1					2	4	4	13
Persons w/ Disabilities (PWD)	7	5	4		4	4	3	2	4	1	1	5	40
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1						1					1	3
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		1	1			1						1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1				1	1	2	1		1	7
Persons w/ Disabilities (PWD) - Medically Necessary	2					1					1	1	5
Persons w/ Disabilities (PWD) - Mobility Devices	1				2		1	1					5
Persons w/ Disabilities (PWD) - Prostheses	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) - Wheelchairs	1	3										1	5
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol and Beverages	1												1
Prohibited & Permitted Items - Beauty & Grooming Items		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2	1	1										4
Property - Special Handling	25	13	13	14	8	13	13	13	5	9	11	7	144
Property - Special Handling - Damaged Items	4	1	1		2	2	1	3	1	2	5	1	23
Property - Special Handling - Damaged Items	1	2	3	5	1	2	2	4			1	1	22
Property - Special Handling - Missing Items	14	8	7	6	4	2	4	3	1	2	3	3	57
Property - Special Handling - Missing Items	6	2	2	3	1	7	6	3	3	5	2	2	42
Screening	13	12	23	10	13	16	26	21	16	17	9	26	202

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Categories	10-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 - Crew Member or Airline Employee					1	1				1			3
Screening - Gate Pass							1		1				2
Screening - Inconsistency	2	2	4	1	1	2	6	2	2	1	3	7	33
Screening - Lengthy Lines	1	3	6	4	3	1	4	5	1	1	2	5	36
Screening - Procedures/Process	10	7	13	5	8	10	12	13	11	14	2	14	119
Screening - Retrieving Abandoned/Confiscated Items						1	3	1	1		2		8
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
2023	451	459	451	440	368	405	432	506	420	481	440	483	5,336
Additional Information Required/Insufficient Information		1		1						2	1		5
Additional Information Required/Insufficient Informati		1		1						2	1		5
Airline	1	1	1	2		1	1	2	3	1	1	1	15
Airline - Lost Baggage		1	1					1	1		1		5
Airline - Policy/Regulations/Service	1			1		1	1	1	2	1		1	9
Airline - Wheelchair Assistance				1									1
Cargo						1							1
Cargo - Known Shipper						1							1
Civil Rights	4	6	8	2	4	1	8	3	5	2	7	4	54
Civil Rights - Civil Rights Violation (TSA Employee)		1										1	2
Civil Rights - National Origin			1			1	1		1		1	1	6
Civil Rights - Race	2	2	4	2	4		5	2	3		4	2	30
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity	2	1	1				2			2			8
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening		2	2						1		1		6
Claims										2			2
Claims - General										1			1
Claims - Status										1			1
Customer Service	48	37	27	45	33	53	41	59	46	41	56	48	534
Customer Service - CSM								1					1
Customer Service - Others	1	1	1				1	1				2	7
Customer Service - TCC	1												1
Customer Service - TSO	46	36	26	45	33	53	40	57	46	41	56	46	525
DHS TRIP							1				1		2
DHS TRIP - General											1		1
DHS TRIP - Status							1						1
Expedited Passenger Screening Program	331	353	357	329	281	290	287	353	284	344	297	330	3,836
Expedited Passenger Screening Program - Active Duty Military								1		1	1	1	3
Expedited Passenger Screening Program	1		2	2	4	3		2	1	1		1	17
Expedited Passenger Screening Program	12	15	8	6	1	8	2	7	2	6	8	6	81
Expedited Passenger Screening Program	317	338	346	321	276	277	283	343	281	337	288	322	3,729
Expedited Passenger Screening Program	1		1			2	2						6
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Intranet/Internet Inquiries								1					1
Intranet/Internet Inquiries - General								1					1
Locks	2				2	3	1		2	1	1	1	13
Locks - Missing or Damaged Lock	2				2	3	1		2	1	1	1	13
Lost and Found		1	1	1		3	1			4		1	12
Lost and Found - Airport/TSA		1	1	1		3	1			4		1	12
Mishandling of Passenger Property	5	13	6	9	8	10	15	8	11	10	16	9	120
Mishandling of Passenger Property - Dam	2	5	4	5	4	5	7	4	4	7	6	3	56
Mishandling of Passenger Property - Dam	3	7	2	4	4	4	7	4	7	3	10	6	61
Mishandling of Passenger Property - Disarrayed Item		1				1	1						3
No Jurisdiction	3	1	2	4	4	1	3	4	6	2	3	5	38
No Jurisdiction - No Referral						1		2	4		1	1	9
No Jurisdiction - Refer to CBP	2			1	1		1	2		1	1	3	12
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other	1	1	2	2	2	1	2		2	1	1	1	16
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	2	2	2	4	3	5	4		3		2	2	29
Patdown - Children							1						1
Patdown - Flyer	2	2	2	4	2	5	2		3		2	2	26
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	5	5	4	2	1	3	9	8	8	19	8	11	83
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1							1		1	4
Persons w/ Disabilities (PWD) - Breast Cancer		1							1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										2	1	1	4
Persons w/ Disabilities (PWD) - Diabetes		1		1			1			1	1	1	6
Persons w/ Disabilities (PWD) - General			1					1					3
Persons w/ Disabilities (PWD) - Hearing Impairment		2							1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		2	1		4
Persons w/ Disabilities (PWD) - Medical		2				1	4	2	1	3	2	2	17
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility		1					1		1	1	1	1	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates													1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										2	1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-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 A		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) - Wheelcha	1		2	1	1	1	2	4	3	6		2	23
Property - Special Handling	7	15	11	15	11	5	8	15	12	5	5	13	122
Property - Special Handling - Damaged It	2	5	4	3	5	2		3	1	1	1	3	30
Property - Special Handling - Damaged Items - Checl		2	2	3					3		2	3	15
Property - Special Handling - Missing Item	2	7	3	4	2	1	5	6	2	3	1	3	39
Property - Special Handling - Missing Item	3	1	2	5	4	2	3	6	6	1	1	4	38
Request for Assistance					1	1					1		3
Request for Assistance - Other					1	1					1		3
Screening	43	24	32	26	20	28	52	52	39	48	41	56	461
Screening - Crew Member or Airline Empl	1	1	4	3		1	1	1		1		1	14
Screening - Inconsistency	6	4	4	1		2	3	3	4	6	5	4	42
Screening - International Screening						1				1			2
Screening - Lengthy Lines	17	5	8	6		5	19	14	16	12	5	16	123
Screening - Procedures/Process	19	13	16	15	17	19	29	31	18	27	31	35	270
Screening - Retrieving Abandoned/Confiscated Items		1		1	2			3	1	1			9
Screening - Shoe Screening					1								1
SIDA (Security Identification Display Area)								1					1
SIDA (Security Identification Display Area) - General								1					1
2024	532	413	397	367	385	394							2,488
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline	1	1	1		1	2							6
Airline - Policy/Regulations/Service	1	1	1			1							4
Airline - Wheelchair Assistance					1	1							2
Civil Rights	2	5	2	6	5	7							27
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin			1		1								2
Civil Rights - Not Specified			1	1	3								5
Civil Rights - Profiling						1							1
Civil Rights - Race	1	2		3		4							10
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1	2							4
Civil Rights - Transgender Screening	1	1		1									3
Customer Service	56	52	59	77	84	63							391
Customer Service - CSM						1							1
Customer Service - Others				1	1	1							3
Customer Service - TCC	1	1		3	1								6
Customer Service - TSO	55	51	59	73	82	61							381
DHS TRIP			2		2								4
DHS TRIP - General			1		2								3
DHS TRIP - Status			1										1
Expedited Passenger Screening Program	377	306	281	203	213	235							1,615
Expedited Passenger Screening Program	1	1			1	1							4
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - Over 75			1										1
Expedited Passenger Screening Program	7	4	8	6	4	6							35
Expedited Passenger Screening Program	368	299	272	196	207	227							1,569
Expedited Passenger Screening Program	1	2		1	1								5
Locks	1		1	1		2							5
Locks - Missing or Damaged Lock	1		1	1		2							5
Lost and Found	3		1	7		1							12
Lost and Found - Airport/TSA	3		1	7		1							12
Mishandling of Passenger Property	7	7	10	18	29	35							106
Mishandling of Passenger Property - Damaged/Missing Items Pr			1										1
Mishandling of Passenger Property - Dam	2	3	3	12	21	23							64
Mishandling of Passenger Property - Dam	5	4	6	5	6	12							38
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I			1	2									3
No Jurisdiction	3	2	1	4	5	1							16
No Jurisdiction - No Referral	1		1	1	1								4
No Jurisdiction - Refer to CBP	2	2		2	4	1							11
No Jurisdiction - Refer to Other				1									1
No Subject			1		1								2
No Subject - General			1		1								2
Patdown			1	3	3	4							11
Patdown - Flyer			1	3	3	4							11
Persons w/ Disabilities (PWD)	2	9	8	6	6	10							41
Persons w/ Disabilities (PWD) - Autism Spectrum			2		1								3
Persons w/ Disabilities (PWD) - Diabetes		1	1	1									3
Persons w/ Disabilities (PWD) - General				1	2	1							4
Persons w/ Disabilities (PWD) - Hearing I	1		1	1	1	1							5
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1	2							4
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	2	2	2							9
Persons w/ Disabilities (PWD) - Visual Impairment		1				1							2
Persons w/ Disabilities (PWD) - Wheelcha	1	5	1	1		2							10
Property - Special Handling	15	7	13	18	10	11							74
Property - Special Handling - Damaged It	3	1	2	11	4	4							25
Property - Special Handling - Damaged It	1	2	2	1		2							8
Property - Special Handling - Missing Item	7	1	5	5	2	3							23
Property - Special Handling - Missing Item	4	3	4	1	4	2							18
Request for Assistance			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
Request for Assistance - Other				1									1
Screening	65	24	15	23	25	23							175
Screening - Children		1											1
Screening - Inconsistency	7		1		2	2							12
Screening - Lengthy Lines	33	6	5	6	12	12							74
Screening - Procedures/Process	25	17	7	13	8	7							77
Screening - Retrieving Abandoned/Confiscated Items			1	4	3	2							10
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
ATW	25	17	6	14	8	25	15	9	11	8	8	10	156
2022	4	5		2	2	6	8	1	5	5	5	5	48
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	3	4		1	2	3	7		4	5	3	5	37
Expedited Passenger Screening Program - TSA Application Program							1		1				3
Expedited Passenger Screening Program	3	4		1	2	3	6		3	5	3	4	34
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 - Checke		1											1
Screening						2	1	1			1		5
Screening - Inconsistency						1	1	1					3
Screening - Procedures/Process						1					1		2
2023	14	8	4	6	5	6	7	8	6	3	3	5	75
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program	13	8	4	6	4	6	6	7	6	1	3	5	69
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	13	8	4	6	4	6	6	6	6	1	3	5	68
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
Screening	1				1					1			3
Screening - Procedures/Process	1				1					1			3
2024	7	4	2	6	1	13							33
Expedited Passenger Screening Program	6	2	2	6	1	12							29
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	5	2	2	5	1	12							27
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke		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
ATY			3	2	1	1					1		8
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 Check				1									1
2023						1					1		2
Customer Service											1		1
Customer Service - Others											1		1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
2024			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
AUG	1				3			1	1	1	1		8
2022					1			1	1	1			3
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
2023					2				1		1		4
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
2024	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
AUS	352	345	324	264	249	333	319	247	254	238	257	268	3,450
2022	59	92	97	60	59	130	167	136	137	111	136	137	1,321
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	1		1	1		1	1	2	1	13
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Race						1	1		1		1	1	5
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Screening of Religious or Cultural Garments											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	9	5	9	4	4	3	84
Customer Service - CSM			1										1
Customer Service - TSO	7	12	7	5	3	15	9	5	9	4	4	3	83
DHS TRIP												1	1
DHS TRIP - General												1	1
Expedited Passenger Screening Program	36	69	70	41	41	88	128	118	116	92	122	117	1,038
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD			2				1	1					5
Expedited Passenger Screening Program	3	9	8	2	2	2	1	4	3	2	4	5	45
Expedited Passenger Screening Program	33	59	59	39	39	86	125	113	113	90	117	112	985
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1				1		2
Locks						1	3						5
Locks - Missing or Damaged Lock						1	3						5
Mishandling of Passenger Property	1	1	3		3		2	1		2	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1		1			5
Mishandling of Passenger Property - Damaged Item	1		3		3						1		8
Mishandling of Passenger Property - Disarrayed Item		1								1		1	3
No Jurisdiction			3	1			1	2					7
No Jurisdiction - No Referral			1				1	1					3
No Jurisdiction - Refer to Other			2	1				1					4
Patdown	2	1		1	1	1	4	1	2	3		3	19
Patdown - Flyer	2	1		1	1	1	3	1	2	3		3	18
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	4	2	2	1		2	4	1	2	3		2	23
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	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 Device	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		2					1		1				4
Persons w/ Disabilities (PWD) - Metal Implants	1						1	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1			1				4
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	3			4	2	8	6	2	2	3	1	3	34
Property - Special Handling - Damaged Items - Carry-On					1	5	4	1			1	1	13
Property - Special Handling - Damaged Items - Checked Baggage	1				1	1	1	1	1				7
Property - Special Handling - Missing Items - Carry-On	1			1		1	1		1				6
Property - Special Handling - Missing Items - Checked Baggage	1		3		1					3			8
Screening	2	7	8	6	8	15	9	6	5	3	4	5	78
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			1	1		1	2		1			1	7
Screening - Lengthy Lines		2	1	1	5	8	1	2			1	1	22
Screening - Procedures/Process	2	4	6	3	3	6	4	4	4	3	2	2	43
Screening - Retrieving Abandoned/Confiscated Items							1				1	1	3
Screening - Shoe Screening			1										1
Screening - Traveling with Cash		1											1
2023	143	127	128	117	98	123	152	111	117	127	121	131	1,495
Airline		1										1	2
Airline - Lost Baggage													1
Airline - Policy/Regulations/Service			1										1
Civil Rights		2	2		2	4	2	2	1	2	3	4	24
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin										1			1
Civil Rights - Not Specified										1			1
Civil Rights - Race		1	1			2			1		1	2	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				2	2	2	2			1	2	12
Claims										1	1		2
Claims - General										1			1
Claims - Status											1		1
Customer Service	8	4	8	10	7	8	6	8	3	7	8	5	82
Customer Service - Others					1								1
Customer Service - TSO	8	4	8	10	6	8	6	8	3	7	8	5	81
Expedited Passenger Screening Program	122	101	103	83	79	95	124	81	91	93	89	98	1,159
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD			1				1	1				1	5
Expedited Passenger Screening Program	5	4	2	3		4	1		5	5	2	1	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
Expedited Passenger Screening Program	117	95	100	79	79	91	122	80	85	88	87	96	1,119
Expedited Passenger Screening Program - TSA/DHS		1							1				2
Intranet/Internet Inquiries										1			1
Intranet/Internet Inquiries - General										1			1
Locks											1	2	3
Locks - Missing or Damaged Lock											1	2	3
Lost and Found		1				1							2
Lost and Found - Airport/TSA		1				1							2
Mishandling of Passenger Property		4	3	6	1	2	1	2	5	3	4	5	36
Mishandling of Passenger Property - Damaged/Missin		1	2	4		1	1	1	3	3	4	4	23
Mishandling of Passenger Property - Damaged/Missin		3	1	2	1	1		1	1			1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
No Jurisdiction				1					1				2
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other				1									1
Patdown		1	3	2	3	5	3	2	4	2	1		26
Patdown - Flyer		1	3	1	3	5	3	2	2	2	1		23
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer									2				2
Persons w/ Disabilities (PWD)		1	2	2	3	1		4	2	4	2	3	24
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical C		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1	1		2		1	6
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1			2						4
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	1				3				6
Property - Special Handling		4	5	5	1	3		2	2	5	4	1	37
Property - Special Handling - Damaged It		3	2	2	1		1	1	2	3	1	1	17
Property - Special Handling - Damaged Items - Check			1	1		1	1	1		1	1		7
Property - Special Handling - Missing Items - Carry-C			2			2	2		1		1		9
Property - Special Handling - Missing Item			1	2							1		4
Screening		7	4	5	11	2	5	10	12	6	11	10	95
Screening - Crew Member or Airline Empl		1		2	1			1		1	1		7
Screening - Inconsistency		1	1		4					2	1	1	10
Screening - Lengthy Lines							1	1	2		4	1	9
Screening - Military										1			1
Screening - Procedures/Process		4	3	3	6	2	3	8	11	3	6	5	64
Screening - Retrieving Abandoned/Confis		1					2			1			4
2024	150	126	99	87	92	80							634
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		1	2		3	5							11
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - Headwear				1									1
Civil Rights - National Origin					1								1
Civil Rights - Not Specified				1									1
Civil Rights - Sex/Gender/Gender Identity		1		1	3								5
Civil Rights - Transgender Screening			1										1
Customer Service		7	6	14	16	8	10						61
Customer Service - Others				1									1
Customer Service - TSO		7	6	13	16	8	10						60
Expedited Passenger Screening Program		117	89	61	59	67	58						451
Expedited Passenger Screening Program		1			1								2
Expedited Passenger Screening Program - Known Cr			1										1
Expedited Passenger Screening Program		4	1	5	4	3							17
Expedited Passenger Screening Program		112	86	56	53	64	58						429
Expedited Passenger Screening Program - TSA/DHS			1		1								2
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		5	3	5	3	1	2						19
Mishandling of Passenger Property - Dam		2	2	4	2		2						12
Mishandling of Passenger Property - Dam		2	1	1		1							5
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke					1								1
No Jurisdiction			1	1									2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other				1									1
Patdown		4	4	2	1	1	2						14
Patdown - Children						1							1
Patdown - Flyer		4	3	2			2						11
Patdown - Flyer as Observer			1		1								2
Persons w/ Disabilities (PWD)		1	2	3	1	1	3						11
Persons w/ Disabilities (PWD) - Diabetes		1		2									3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2										2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1	1						3
Property - Special Handling		5	6	5	2	1							19
Property - Special Handling - Damaged It		4	5	1	2	1							13
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
Property - Special Handling - Missing Item	1	1	2										4
Property - Special Handling - Missing Items - Checked			1										1
Screening	8	13	5	2	7	3							38
Screening - Crew Member or Airline Employee		1	1			1							3
Screening - Inconsistency	2	1		2	1								6
Screening - Lengthy Lines	2	1	2						1				6
Screening - Procedures/Process	4	10	2		6	1							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
AVL	53	39	44	32	18	31	26	21	28	26	35	21	374
2022	10	8	14	7	1	9	9	6	17	7	21	11	120
Customer Service		1	1						1	1			4
Customer Service - TSO		1	1						1	1			4
Expedited Passenger Screening Program	9	6	9	4	1	7	8	5	14	6	15	10	94
Expedited Passenger Screening Program	2	3		2		1		1	1		3		13
Expedited Passenger Screening Program	7	3	9	2	1	6	8	4	13	6	12	10	81
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Mishandling of Passenger Property									1		2		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
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
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											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		1	1			1	7
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				1									1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening			1	1		1	1				2		6
Screening - Inconsistency													1
Screening - Procedures/Process			1	1		1					2		5
2023	15	11	14	9	4	10	17	15	11	19	14	10	149
Civil Rights		1								1	1	1	4
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1	1	3
Customer Service	1						1	2			1	1	6
Customer Service - TSO	1						1	2			1	1	6
Expedited Passenger Screening Program	8	10	12	8	3	9	16	10	11	16	12	6	121
Expedited Passenger Screening Program	1						2						3
Expedited Passenger Screening Program	7	10	12	8	3	9	14	10	11	16	12	6	118
Mishandling of Passenger Property	1			1				1				1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	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								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	2												2
Property - Special Handling - Damaged Items - Carry-On	2												2
Screening	2		2			1		1		2		1	9
Screening - Crew Member or Airline Employee	2		1										3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process								1		2		1	4
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	28	20	16	16	13	12							105
Civil Rights	1			1									2
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Customer Service	2	5	3	1	1	1							13
Customer Service - TCC	1												1
Customer Service - TSO	1	5	3	1	1	1							12
Expedited Passenger Screening Program	18	11	9	10	12	8							68
Expedited Passenger Screening Program - TSA Application Program				1	1								2
Expedited Passenger Screening Program	18	11	9	9	11	8							66
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--Checked Baggage		1		1									2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1			2									3
Patdown - Flyer	1			2									3
Screening	6	3	2	1		3							15
Screening - Inconsistency	1		1										2
Screening - Lengthy Lines	4	2	1			1							8
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
AVP	7	9	8	6	6	12	7	3	6	6	5	7	82
2022	2	2	5	2	6	4	2		2	5	4	2	30
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	1	4	1		3	2		2	2	3	2	22
Expedited Passenger Screening Program - TSA Application Program										1	1	1	3
Expedited Passenger Screening Program	2	1	4	1		3	2		2	1	2	1	19
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
Property - Special Handling				1						1			1
Property - Special Handling - Damaged Items - Checked				1									1
Screening											1		1
Screening - Inconsistency											1		1
2023	2	4	2		2	3	5	3	4	1	1	5	32
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Expedited Passenger Screening Program	1	4	1			3	4	3	3			5	24
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program	1	4	1			3	4	3	1			5	22
Patdown			1		1								2
Patdown - Flyer			1										1
Patdown - Flyer as Observer					1								1
Screening	1						1			1	1		4
Screening - Inconsistency	1						1						2
Screening - Procedures/Process										1	1		2
2024	3	3	1	4	4	5							20
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	3	2	1	3	4	5							18
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	2	2	1	3	3	5							16
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	1	4	3	2	2		4	5	4	5	2	33
2022			1	2		1		1	2	1	2	1	11
Customer Service													1
Customer Service - TSO							1						1
Expedited Passenger Screening Program				2				1	2		2	1	8
Expedited Passenger Screening Program - TSA PreCheck				2				1	2		2	1	8
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked											1		1
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication				1									1
2023		1	3	1				3	3	3	3	1	18
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program			1	2	1			1	2	2	3		12
Expedited Passenger Screening Program - TSA PreC			1	2	1			1	2	2	3		12
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
2024	1				2	1							4
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								1
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
BBG										1			1
2022										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
BDL	167	110	133	96	122	142	115	120	100	81	101	94	1,381
2022	31	27	48	21	33	66	60	60	54	50	49	48	547
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2		3		1	2	1	1		3	1		14
Civil Rights - Hair Patdowns			2										2
Civil Rights - Not Specified							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race					1					2	1		4
Civil Rights - Racial Profiling or Discrimination	2												2
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		1			2
Claims									1				1
Claims - General									1				1
Customer Service	6	3	5	4	3	3	1	7	5	5	4	2	48
Customer Service - TSO	6	3	5	4	3	3	1	7	5	5	4	2	48
Expedited Passenger Screening Program	15	20	38	15	26	57	51	47	36	34	40	42	421
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Appl		3	2	2	2			1	3	2	1	5	21
Expedited Passenger Screening Program	15	17	36	13	24	57	51	46	33	30	39	37	398
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	3		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	2		1		4
Patdown							1		2				3
Patdown - Flyer							1		2				3
Persons w/ Disabilities (PWD)	2					1			1	2		1	7
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - Hearing Impaired	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	1	1	1	1		1	3	1		1	14
Property - Special Handling - Damaged Items	1			1		1			1			1	5
Property - Special Handling - Missing Items	1	1	1										3
Property - Special Handling - Missing Items - Checked		1			1			1	2	1			6
Screening	4	1	1		2	2	6	3	3	5	3	1	31
Screening - Children										1			1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1						1		1		1	5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	3		1		2	2	6	2	2	3	2		23
2023	83	42	48	37	49	52	55	60	46	31	52	46	601
Airline									1			1	2
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service												1	1
Civil Rights		1	1			3			2	1	1		9
Civil Rights - National Origin			1										1
Civil Rights - Race						2			1		1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1							2
Civil Rights - Transgender Screening									1	1			2
Customer Service	6	11	1	2	2	5	2	7	2	3	6	7	54
Customer Service - CSM		1											1
Customer Service - TSO	6	10	1	2	2	5	2	7	2	3	6	7	53
Expedited Passenger Screening Program	63	29	40	33	42	41	46	50	35	20	39	33	471
Expedited Passenger Screening Program	1	1				1							3
Expedited Passenger Screening Program	4		2	1	3	1		2	1				14
Expedited Passenger Screening Program	58	28	38	32	39	39	46	48	34	20	39	33	454
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	1		1	1	1	1			2	1			8
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				4
Mishandling of Passenger Property - Discrepancy	1								1				2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	3			1			1			1	1		10
Patdown - Children													1
Patdown - Flyer	3			1			1			1	1	1	8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1		1		1			1		4	2		10
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impaired	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) - 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	1	1				2	1	1				10
Property - Special Handling - Damaged Items	1	1						1	1				4
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	2						2						4
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
Screening	5		2		2	2	4	1	3	1	3	2	25
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines	2						2				1		5
Screening - Procedures/Process	2		2		1	2	2	1	3	1	2	1	17
Screening - Retrieving Abandoned/Confis	1												1
2024	53	41	37	38	40	24							233
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights	2	2	2		1								7
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race		2											2
Civil Rights - Sex/Gender/Gender Identity	1		1		1								3
Customer Service	4	2	5	5	1	1							18
Customer Service - TSO	4	2	5	5	1	1							18
Expedited Passenger Screening Program	42	32	27	29	27	19							176
Expedited Passenger Screening Program - TSA Application Program				1	1	1							3
Expedited Passenger Screening Program	42	32	27	28	26	18							173
Mishandling of Passenger Property			1	1	4	1							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2								3
Mishandling of Passenger Property - Damaged/Missing Items--C			1		2	1							4
Patdown	2	1		1	1								5
Patdown - Children		1											1
Patdown - Flyer	2												2
Patdown - Flyer as Observer				1	1								2
Persons w/ Disabilities (PWD)	1	2	1		1	2							7
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 (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	2	2	1	2	3	1							11
Screening - Crew Member or Airline Employee		1			1								2
Screening - Inconsistency	1												1
Screening - Lengthy Lines			1	2	1	1							5
Screening - Procedures/Process	1	1			1								3

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	6	2	1		1				2	2	17
2022	1		1	1	1							2	6
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	4
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			1		1							1	3
2023			5	1			1				2		9
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Expedited Passenger Screening Program			4										4
Expedited Passenger Screening Program - TSA PreCheck			4										4
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
Screening				1			1						2
Screening - Procedures/Process				1			1						2
2024			2										2
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreC			2										2

TSA Contact Center Traveler Complaints Report

Categories	10-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	1		1				1		6
2022		1	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
2023					1		1				1		3
Expedited Passenger Screening Program					1		1				1		3
Expedited Passenger Screening Program - TSA PreCheck					1		1				1		3

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	2		1	1	9
2022			1					1	1		1	1	5
Expedited Passenger Screening Program			1					1	1		1	1	5
Expedited Passenger Screening Program - TSA PreCheck			1					1	1		1	1	5
2023					1		1		1				3
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) - Diabetes									1				1
2024							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	4	4	4	2	5	2	2	3	4	1	5	39
2022		2		1		2	1	1	1	4		3	15
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1				1		1	1		2	6
Expedited Passenger Screening Program - TSA PreC			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
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		1			3
Screening - Inconsistency		1											1
Screening - Procedures/Process								1					1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023				1		2	1	1	2		1	2	10
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Expedited Passenger Screening Program						2		1	1		1	2	7
Expedited Passenger Screening Program - TSA PreCheck						2		1	1		1	2	7
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2024	3	2	4	2	2	1							14
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	2	4	2		1							12
Expedited Passenger Screening Program	3	2	4	2		1							12
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1		2			1	1			10
2023			1	1					1	1			4
Expedited Passenger Screening Program			1	1					1	1			3
Expedited Passenger Screening Program - TSA PreC			1	1					1				3
Patdown											1		1
Patdown - Flyer										1			1
2024	2		2			2							6
Expedited Passenger Screening Program	2		2			2							6
Expedited Passenger Screening Program	2		2			2							6

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	4	1				2	3	1	2	1	1	18
2022								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1						2	2	1	2	1	1	10
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	1						1		1	1			4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck							1		1	1			3
Patdown								1					1
Patdown - Flyer								1					1
Screening							1			1		1	3
Screening - Procedures/Process							1			1		1	3
2024	2	4	1										7
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Patdown		2											2
Patdown - Flyer		2											2
Screening	1	2											3
Screening - Procedures/Process	1	2											3

TSA Contact Center Traveler Complaints Report

Categories	10-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	23	5	6	1	13	8	7	8	13	5	12	6	107
2022	5	1	2	1	6	4	5	3	10	2	6	5	50
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1		1		1			5
Customer Service - TSO	1		1			1		1			1		5
Expedited Passenger Screening Program	2	1		1	5	2	4		7		3	5	30
Expedited Passenger Screening Program - TSA Application Program				1					1				2
Expedited Passenger Screening Program	2	1			5	2	4		6		3	5	28
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								2
Patdown - Children					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 - Carry-On			1										1
Screening							1	2	3	1	1		8
Screening - Procedures/Process							1	2	3	1	1		8
2023	6	2	2		2	2	2	5	3	3	6	1	34
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program	4	1	2		2	2	2	4	1	2	4	1	25
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	4	1	2		2	2	2	3	1	2	4	1	24
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening	1							1		1	1		4
Screening - Procedures/Process	1							1		1	1		4
2024	12	2	2		5	2							23
Customer Service	3		1		1								5
Customer Service - TSO	3		1		1								5
Expedited Passenger Screening Program	9	2	1		4	2							18
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	9	1	1		3	2							16
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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 Traveler Complaints Report

Categories	10-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	64	73	59	48	59	78	58	45	41	44	46	48	663
2022	13	20	10	8	15	27	28	19	24	27	23	22	236
Civil Rights							1		1				2
Civil Rights - Race							1		1				2
Customer Service	1	4	2	1	3	5	4	2	6	2	1	2	33
Customer Service - TSO	1	4	2	1	3	5	4	2	6	2	1	2	33
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	5	12	8	4	9	19	14	14	15	22	19	20	161
Expedited Passenger Screening Program - DoD								1			1		2
Expedited Passenger Screening Program - TSA Appl		3	1	1	2	1	1				2	2	13
Expedited Passenger Screening Program	5	9	7	3	7	18	13	13	15	21	16	18	145
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Locks					1						1		4
Locks - Missing or Damaged Lock	2				1						1		4
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)	2	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) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2			1									3
Property - Special Handling	3							1	2				6
Property - Special Handling - Damaged Items	1								2				3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1							1					2
Screening		2		1	1	3	9	1		1	2		20
Screening - Inconsistency		1					2						3
Screening - Lengthy Lines					1	1	4						6
Screening - Procedures/Process		1		1		2	3	1		1	2		11
2023	22	25	33	30	18	20	30	26	17	17	23	26	287
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights		1					1			1	1		4
Civil Rights - Race		1								1	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	3	5	9	12	2	4	7	1	2		5	3	53
Customer Service - TSO	3	5	9	12	2	4	7	1	2		5	3	53
Expedited Passenger Screening Program	17	16	20	12	11	10	18	20	12	12	9	17	174
Expedited Passenger Screening Program - TSA Application Program						1	1				1		3
Expedited Passenger Screening Program	17	16	20	12	11	9	17	20	12	12	8	17	171
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		1		1						1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Damaged/Missin		1		1						1			3
Patdown	1	1	1		1	2		1	1		1		9
Patdown - Flyer	1	1	1		1	2		1	1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)					1	1	1				1		4
Persons w/ Disabilities (PWD) - Diabetes						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	1			1	2			1		1			6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-On						1				1			2
Property - Special Handling - Missing Items	1				1			1					3
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening		1	3	4		2	4	3	2	2	3	5	29
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines		1		1		1					1	3	7
Screening - Procedures/Process			2	2		1	4	2	2	1	2	2	18
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	29	28	16	10	26	31							140
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	1						1						2
Civil Rights - Race	1						1						2
Customer Service	5	3	3		7	7							25
Customer Service - CSM						1							1
Customer Service - TSO	5	3	3		7	6							24
Expedited Passenger Screening Program	15	16	9	8	11	16							75
Expedited Passenger Screening Program	1	1				1							3
Expedited Passenger Screening Program	14	15	9	8	11	15							72
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Mishandling of Passenger Property	1		1	1	1	1							5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	1	1							4
Mishandling of Passenger Property - Dam	1												1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1				1	2							4

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Cancer (g	1					1							2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Property - Special Handling	1					2							3
Property - Special Handling - Missing Item	1					2							3
Screening	5	9	3		2	3							22
Screening - Crew Member or Airline Empl	1												1
Screening - Gate Pass							1						1
Screening - Inconsistency	2					1							3
Screening - Lengthy Lines	1	4	2		1								8
Screening - Procedures/Process	1	5	1				2						9

TSA Contact Center Traveler Complaints Report

Categories	10-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		1			2		7
2022				1		1		1			2		5
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck						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
2024			1			1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Patdown			1										1
Patdown - Children			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	18	19	17	15	13	12	10	8	14	10	19	9	164
2022	6	4	7		8	2	5	2	6	5	13	4	62
Civil Rights			1			1	1						3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Expedited Passenger Screening Program	5	2	5		7	1	4	2	6	5	8	4	49
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program	4	1	4		6	1	4	2	6	5	8	4	45
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Diabetes											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		2
Screening - Procedures/Process			1								1		2
2023	5	5	9	9	4	6	5	6	8	5	6	5	73
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	4	6	8	4	5	4	6	7	5	6	5	64
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	4	3	5	8	4	5	4	6	7	4	6	5	61
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			1		1				4
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1			1						2
Screening			1										1
Screening - Lengthy Lines			1										1
2024	7	10	1	6	1	4							29
Expedited Passenger Screening Program	4	5	1	6	1	3							20
Expedited Passenger Screening Program	4	5	1	6	1	3							20
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	5				1							7
Screening - Inconsistency	1	1											2
Screening - Procedures/Process		4				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
BIS	14	10	9	11	10	11	7	10	3	10	8	11	114
2022	3	3	2	3	4	4	2	5	2	6	5	5	44
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	2	3	5	32
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	1	3	5	31
Patdown							1		1				2
Patdown - Flyer							1		1				2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				1		1	1			3	1		7
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process			1				1			2	1		5
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	5	3	3	4	1	4	5	5	1	4	3	6	44
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service	1	1						1			1	2	6
Customer Service - TSO	1	1						1			1	2	6
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2	1	2	1	2	26
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4	1	2	4	1	3	3	2		2	1	2	25
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	1				3
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Checked			1										1
Screening								1		2		2	5
Screening - Inconsistency								1		1			2
Screening - Procedures/Process										1		2	3
2024	6	4	4	4	5	3							26
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	5	3	3	2	5	2							20
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	5	3	3	2	4	2							19
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	1	1	1	1		2		1	1		14
2022	1	2	1		1	1		2			1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1					2					3
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck								2					2
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
2023	1	1		1						1			4
Expedited Passenger Screening Program			1							1			2
Expedited Passenger Screening Program - TSA PreC			1							1			2
Screening		1			1								2
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines		1											1
2024			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	2		1		1				1		8
2022	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
2023		2	1		1		1				1		6
Expedited Passenger Screening Program		2	1		1		1				1		5
Expedited Passenger Screening Program - TSA PreC		2	1		1		1						5
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	7	4	4	5	6	6	10	4	7	9	11	78
2022		1			2	2	3	4	4	6	7	5	34
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		1					1	2		1			5
Customer Service - TSO		1					1	2		1			5
Expedited Passenger Screening Program					2	2	2	2	2	3	5	3	21
Expedited Passenger Screening Program - TSA PreCheck					1	2	2	2	2	3	5	3	20
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
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	1	1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									1		1	1	3
2023	2	3	1	3	2	1	3	6		1	2	6	30
Customer Service			1				1				1		3
Customer Service - TSO			1				1				1		3
Expedited Passenger Screening Program	1	3		2			2	4			1	5	18
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		3		2			2	4			1	5	17
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown					1								1
Patdown - Children					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
Property - Special Handling - Missing Items - Checked					1								1
Screening								1		1			2
Screening - Inconsistency								1					1
Screening - Procedures/Process										1			1
2024	3	3	3	1	1	3							14
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	3	3		1	3							12
Expedited Passenger Screening Program	2	3	3		1	3							12
Patdown	1												1
Patdown - Flyer	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	4	2	3	3	2	4	3	6	1	2	1	33
2022	1			2				1	5		1		10
Customer Service									3				3
Customer Service - TSO									3				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--Carry-on Luggage								1					1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening									1		1		2
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency									1				1
2023		1	2	1	1		4	2	1	1	1	1	15
Customer Service							1			1	1		3
Customer Service - TSO							1			1	1		3
Expedited Passenger Screening Program		1	1	1			3	2	1			1	10
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program - TSA PreC		1		1			3	2	1			1	9
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Screening				1									1
Screening - Procedures/Process			1										1
2024	1	3			2	2							8
Civil Rights					1								1
Civil Rights - Age					1								1
Customer Service	1	2											3
Customer Service - TSO	1	2											3
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

TSA Contact Center Traveler Complaints Report

Categories	10-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	15	5	4		3	12	5	4	3	4	3	5	63
2022	3	1	2		1	3	2	3	1	2	2	1	21
Airline												1	1
Airline - Policy/Regulations/Service											1		1
Civil Rights						1	1						2
Civil Rights - Race						1							1
Civil Rights - Transgender Screening							1						1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	1		2		1	2	1	2	1	2	1	1	14
Expedited Passenger Screening Program - TSA Application Program					1				1				2
Expedited Passenger Screening Program	1		2			2	1	2		2	1	1	12
Patdown	1												1
Patdown - Flyer	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
2023	6	3	1			5	3	1	2	2	1	4	28
Customer Service	1							1	2				4
Customer Service - TSO	1							1	2				4
Expedited Passenger Screening Program	5	3	1			5	2			1	1	4	22
Expedited Passenger Screening Program	1		1							1			3
Expedited Passenger Screening Program	4	3				5	2				1	4	19
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2024	6	1	1		2	4							14
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	3				2	3							8
Expedited Passenger Screening Program	3				2	3							8
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
Screening	2												2
Screening - Procedures/Process	2												2

TSA Contact Center Traveler Complaints Report

Categories	10-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	268	283	246	192	230	272	199	230	215	173	183	228	2,719
2022	45	73	52	45	58	78	81	110	110	83	86	100	921
Additional Information Required/Insufficient Information									1				2
Additional Information Required/Insufficient Information - EMAIL ONLY									1				2
Airline		1				2	2	2			1		8
Airline - Lost Baggage						1		1					2
Airline - Policy/Regulations/Service		1				1	2				1		5
Airline - Wheelchair Assistance								1					1
Civil Rights	1	2				1		1				1	6
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination		2											2
Customer Service	3	7	2	1	2	4	7	4	13	9	3	3	58
Customer Service - Others		1											1
Customer Service - TSO	3	6	2	1	2	4	7	4	13	9	3	3	57
Expedited Passenger Screening Program	33	49	35	37	47	61	54	88	78	65	71	85	703
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program	1			1					1				3
Expedited Passenger Screening Program	3	7	4	4	4	1	2		7	2	1		35
Expedited Passenger Screening Program	29	42	31	32	43	60	52	88	70	62	70	85	664
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks			1				2		1		1	1	6
Locks - Missing or Damaged Lock			1				2		1		1	1	6
Lost and Found	2			1				1	2				6
Lost and Found - Airport/TSA	2			1				1	2				6
Mishandling of Passenger Property		1	1				3	1	4	6		1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	1	3	4			10
Mishandling of Passenger Property - Disarrayed Item		1					1			1			3
No Jurisdiction					2		1						3
No Jurisdiction - No Referral					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		2	2	1		3		5	1	16
Patdown - Flyer		1	1		2	2	1		3		4	1	15
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		3				3	3	2	1			15
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			2
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medically	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) - Respirator	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1		1										2
Property - Special Handling	2	7	4	1	4	2	3	4	2		3	1	33
Property - Special Handling - Damaged Items - Carry		2	1				1		2		2	1	9
Property - Special Handling - Damaged It	1	2	2				1		1		1		8
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checke	2	1			4		2	1	1				11
Screening	1	5	5	5	1	6	5	6	4	1	2	5	46
Screening - Inconsistency		1	1			2	1		2		1	3	11
Screening - Lengthy Lines		1	1								1		3
Screening - Procedures/Process	1	3	3	5		3	3	6	2	1		2	29
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
2023	97	126	107	81	99	103	118	120	105	90	97	128	1,271
Additional Information Required/Insufficient Inf	1							1			1	1	4
Additional Information Required/Insufficient	1							1			1	1	4
Airline		1							1			1	3
Airline - Policy/Regulations/Service		1							1			1	3
Civil Rights	1			1		1	2	1	2	3	2	3	16
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Headwear						1							1
Civil Rights - National Origin									1		1		2
Civil Rights - Race	1			1					1	1		1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1	1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service	7	4	7	6	9	11	10	9	7	6	10	8	94
Customer Service - Others			1										1
Customer Service - TSO	7	4	6	6	9	11	10	9	7	6	10	8	93
Expedited Passenger Screening Program	77	95	87	62	77	76	97	97	80	68	69	103	988
Expedited Passenger Screening Program - DoD										1	1		2
Expedited Passenger Screening Program	3	8	9				3	2	1		1	2	29
Expedited Passenger Screening Program	74	87	78	62	77	76	94	95	79	67	67	100	956
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks	1		2										3
Locks - Missing or Damaged Lock	1		2										3
Lost and Found								1		1	1	2	5
Lost and Found - Airport/TSA								1		1	1	2	5
Mishandling of Passenger Property	2	7	1	4	1	1	2	3	4		3	2	30
Mishandling of Passenger Property - Dam	1	3		2	1		1		3		2	2	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
Mishandling of Passenger Property - Damaged	1	4	1	1		1	1	1	1		1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				2					3
No Jurisdiction		1						2					3
No Jurisdiction - No Referral		1						2					3
Ombudsman						1							1
Ombudsman - General				1									1
Patdown		3		1	2	1	1	1		5	3		17
Patdown - Children		1											1
Patdown - Flyer		2		1	2	1	1	1		5	3		16
Persons w/ Disabilities (PWD)	2	5	1		1			1	2	1	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) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					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	1	1									1	1	4
Property - Special Handling	5	4	6	5	1	2	4	1	4	1	2	1	36
Property - Special Handling - Damaged Items	1	2	4	2	1		3		1	1			16
Property - Special Handling - Damaged Items - Checked	1		1	1		2							5
Property - Special Handling - Missing Items	1	2	1	2				1	1		1		9
Property - Special Handling - Missing Items - Checked	2						1		2		1		6
Screening	1	6	3	2	8	10	2	3	5	5	5	6	56
Screening - Crew Member or Airline Employee		1											1
Screening - Gate Pass											1		1
Screening - Inconsistency			1	1	1	1		1	2	1	1	2	11
Screening - Lengthy Lines					1	1			1				3
Screening - Procedures/Process	1	5	2	1	6	8	2	2	2	4	3	4	40
2024	126	84	87	66	73	91							527
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Cargo			1										1
Cargo - Known Shipper			1										1
Civil Rights	1		1			2							4
Civil Rights - National Origin						1							1
Civil Rights - Race	1		1										2
Civil Rights - Screening of Religious or Cultural Garments						1							1
Customer Service	6	2	8	7	4	6							33
Customer Service - TSO	6	2	8	7	4	6							33
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	106	62	66	45	57	76							412
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1	1										2
Expedited Passenger Screening Program - Other	3	3	3	1		2							12
Expedited Passenger Screening Program - Total	103	58	61	44	57	74							397
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1	2	1									4
Lost and Found - Airport/TSA		1	2	1									4
Mishandling of Passenger Property	2	5	1	3	4	1							16
Mishandling of Passenger Property - Damaged/Missing	4	1	2	1	1	1							9
Mishandling of Passenger Property - Damaged/Missing - Checked	2	1	1	1	3								7
Patdown	1	1	1	1		1							5
Patdown - Flyer	1	1	1	1		1							5
Persons w/ Disabilities (PWD)	2	1	1	1									5
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medically Necessary	1			1									2
Persons w/ Disabilities (PWD) - Touch Aversion	1												1
Property - Special Handling	4	3	2	2	2	1							14
Property - Special Handling - Damaged Items	1	2	1		1	1							6
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items	1	1		1	1								4
Property - Special Handling - Missing Items - Checked	2												2
Screening	3	8	3	6	5	4							29
Screening - Children		1											1
Screening - Crew Member or Airline Employee				1									1
Screening - Gate Pass			1										1
Screening - Inconsistency	1					1							2
Screening - Lengthy Lines		2	1		2								5
Screening - Procedures/Process	2	5	1	5	3	3							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
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
No Jurisdiction	1			1									2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other	1												1
Patdown		1	1	1	1								4
Patdown - Flyer		1	1	1	1								4
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				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
Screening	4	3		1	5		1						14
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	2	2		1	5		1						11
Screening - Retrieving Abandoned/Confis	2												2

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Headwear					1								1
Civil Rights - National Origin		1								1		1	3
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion		1				3	1		1				6
Civil Rights - Profiling									1				1
Civil Rights - Race	2	2	3	2		3	2	3	1	3		5	26
Civil Rights - Sex/Gender/Gender Identity- Not Trans	1	2			1	3	5				2	2	16
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening	1					2		1		2		1	7
Claims			1						1				2
Claims - General			1										1
Claims - Status									1				1
Customer Service	9	15	16	15	16	22	13	8	27	26	24	32	223
Customer Service - CSM					1								1
Customer Service - Others						1							1
Customer Service - TCC					1							1	2
Customer Service - TSO	9	15	16	15	14	21	13	8	27	26	24	31	219
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Expedited Passenger Screening Program	299	289	288	208	236	222	254	197	197	186	176	201	2,753
Expedited Passenger Screening Program - Active Du	1												1
Expedited Passenger Screening Program	1	1	4			1					1		8
Expedited Passenger Screening Program	16	12	2	5	11	5	3	3	3	3	2	5	70
Expedited Passenger Screening Program	282	275	281	203	225	216	251	194	193	183	172	196	2,671
Expedited Passenger Screening Program - TSA/DHS Employee			1						1		1		3
Hazardous Materials Safety					1						1		2
Hazardous Materials Safety - General					1						1		2
Locks		1	1	1					1	2	1		7
Locks - General									1				1
Locks - Missing or Damaged Lock		1	1	1						2	1		6
Lost and Found		1							1	1	1	3	7
Lost and Found - Airport/TSA		1							1	1	1	3	7
Mishandling of Passenger Property	4	5	7	7	3	4	8	6	6	4	10	7	71
Mishandling of Passenger Property - Damaged/Missin	1												1
Mishandling of Passenger Property - Dam	2	2	3	5	2	2	4	5	6	2	4	4	41
Mishandling of Passenger Property - Dam	2	2	4	1	1	2	3	1		2	6	3	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1			1						2
No Jurisdiction	1			2		1					5		9
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP	1			2		1					1		5
No Jurisdiction - Refer to Other											3		3
Patdown	8	2	2	3	3	3	1	3	14	3	9	8	59
Patdown - Children									1	1		1	3
Patdown - Flyer	8	2	2	3	3	3	1	2	13	2	7	7	53
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	3	3	4	5	2	5	7	6	5	5	7	55
Persons w/ Disabilities (PWD) - Autism Spectrum					1	2				2			5
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
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	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					3	1	1	3	2	12
Persons w/ Disabilities (PWD) - Metal Imp	1						1						2
Persons w/ Disabilities (PWD) - Mobility [2	2	2	2	1		1		2		1		13
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) - Service Animals								1	1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	8	6	8	6	6	2	2	11	5	6	4	8	72
Property - Special Handling - Damaged It	6	4	4	2	2	1	2	3	5	2	2	4	37
Property - Special Handling - Damaged It	2			1	1			1			1	1	7
Property - Special Handling - Missing Items - Carry-C		2	1	3	2			3		1	1	3	16
Property - Special Handling - Missing Items - Checked			3		1	1		4		3			12
Request for Assistance				1						1			2
Request for Assistance - Other				1						1			2
Screening	25	9	9	11	11	15	14	17	13	16	22	27	189
Screening - Crew Member or Airline Employee			1		1								2
Screening - Inconsistency	8	2	2	3	3	1	1	3	1	6	3	1	34
Screening - Lengthy Lines	4	1		1	1			1	1		1	1	11
Screening - Procedures/Process	13	6	6	6	6	13	12	13	10	9	18	25	137
Screening - Retrieving Abandoned/Confiscated Items				1		1	1		1	1			5
2024	358	246	244	232	246	253							1,579
Additional Information Required/Insufficient Inf	1			1		1							3
Additional Information Required/Insuffici	1			1		1							3
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Civil Rights	2	7	9	7	2	2							29

TSA Contact Center Traveler Complaints Report

Categories	10-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			2	1									3
Civil Rights - Headwear					1								1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1	4	4	4	1								14
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		3	1		1							6
Customer Service	32	37	44	28	21	33							195
Customer Service - CSM						1							1
Customer Service - Others			1				1						2
Customer Service - TCC		2	1										3
Customer Service - TSO	32	35	42	28	20	32							189
DHS TRIP	1					1							2
DHS TRIP - General	1					1							2
Expedited Passenger Screening Program	259	172	139	146	191	168							1,075
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	8	5	6	3							25
Expedited Passenger Screening Program	257	170	131	141	184	164							1,047
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1	1						2
Locks		1	1	2			2						6
Locks - General				1									1
Locks - Missing or Damaged Lock		1	1	1			2						5
Lost and Found		1	1	1	1	1	1						5
Lost and Found - Airport/TSA		1	1	1	1	1	1						5
Mishandling of Passenger Property	8	5	7	7	9	10							46
Mishandling of Passenger Property - Dam	6	5	4	5	3	8							31
Mishandling of Passenger Property - Dam	2		2	2	5	2							13
Mishandling of Passenger Property - Damaged/Missing Items--U			1	1	1								2
No Jurisdiction	3		1	1	1								6
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP	2		1										3
No Jurisdiction - Refer to Other	1			1									2
Patdown	9	4	3	4	3	5							28
Patdown - Children						1							1
Patdown - Flyer	9	4	3	4	3	4							27
Persons w/ Disabilities (PWD)	5	2	1	6	4	9							27
Persons w/ Disabilities (PWD) - Autism Spectrum		1				1							2
Persons w/ Disabilities (PWD) - Diabetes	1			1	1	2							5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal M	1							1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	1			2	1	2							6
Persons w/ Disabilities (PWD) - Mobility I	1	1		2		1							5
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1							2
Property - Special Handling	5	6	14	10	2	6							43
Property - Special Handling - Damaged It	5	2	7	4		2							20
Property - Special Handling - Damaged Items - Check		1	2			1							4
Property - Special Handling - Missing Items - Carry-On			2	4		3							9
Property - Special Handling - Missing Items - Checke		3	3	2	1	1							10
Screening	33	11	23	19	11	15							112
Screening - Children		1		1									2
Screening - Inconsistency	1		1	1			3						6
Screening - Lengthy Lines	4	2	3	2	1	4							16
Screening - Procedures/Process	28	7	19	14	10	8							86
Screening - Security Breach		1		1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	3	1	2	2	4	1	1	1	3	2	21
2022				1				2	1			1		5
Customer Service				1					1					2
Customer Service - TSO				1					1					2
Expedited Passenger Screening Program								2				1		3
Expedited Passenger Screening Program - TSA PreCheck								2				1		3
2023				2		1	1	2		1	1	2	2	12
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
Expedited Passenger Screening Program						1	1	1		1		1	1	6
Expedited Passenger Screening Program - TSA PreCheck						1	1	1		1		1	1	6
Patdown													1	1
Patdown - Flyer													1	1
Screening														1
Screening - Procedures/Process														1
2024			1		1	1	1							4
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 Baggage								1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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			4	4	3	2	1	3		1	2	1	21
2022			1	3		2		1			1		8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1			1		6
Expedited Passenger Screening Program - TSA PreCheck			1	1		2		1			1		6
Screening				1									1
Screening - Procedures/Process				1									1
2023			1		1		1	2		1	1	1	8
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Expedited Passenger Screening Program			1		1		1				1	1	5
Expedited Passenger Screening Program - TSA PreCheck			1				1				1	1	4
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
Patdown - Flyer										1			1
2024			2	1	2								5
Expedited Passenger Screening Program			1	1	2								4
Expedited Passenger Screening Program - TSA PreCheck			1	1	2								4
No Subject			1										1
No Subject - General			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	4	4	2	1	10	2	4	3	5	4	9	52
2022		3	1			3		3	1		1	4	16
Civil Rights													2
Civil Rights - Race													2
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1	1		2		1			1	2	8
Expedited Passenger Screening Program - TSA PreC			1	1		2		1			1	2	8
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1		2	2		2	2	1	2	5	3	5	25
Customer Service				1						2	1	4	8
Customer Service - TSO				1						2	1	4	8
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	1		11
Expedited Passenger Screening Program	1		2	1		1	1	1	1	2	1		11
Mishandling of Passenger Property											1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		2
Property - Special Handling												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
2024	3	1	1		1	5							11
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2		1			3							6
Expedited Passenger Screening Program	2		1			3							6
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 It	1												1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	2		2					1	1	1	9
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 - Disarrayed Items--Carry-on			1										1
2023	1	1								1	1		4
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Expedited Passenger Screening Program	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
2024				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	6	2	5	4		3	2	3	4	4	36
2022	1	1	1	2	1	2		2	1	1			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	2	1				1	1			7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck			1	2	1				1	1			6
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening			1										1
Screening - Procedures/Process			1										1
TWIC							1						1
TWIC - Status							1						1
2023					4	2		1	1	2	4	4	18
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	2		1	1	2	1	1	9
Expedited Passenger Screening Program - TSA PreCheck					1	2		1	1	2	1	1	9
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening											2	2	4
Screening - Procedures/Process											2	2	4
2024	1		5										6
Expedited Passenger Screening Program	1		3										4
Expedited Passenger Screening Program	1		3										4
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 - Checked			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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
2023			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 PreC			1										1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
2024						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	2	1	1				1	1	1	1	11
2022	1	1		1						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 PreC			1							1			2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wounded Warrior				1									1
2023									1		1	1	3
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
2024		1	2		1								4
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			1	1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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	14	14	11	12	11	28	11	10	11	14	15	16	167
2022	4	4	3	3	2	8	7	3	7	9	9	10	69
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service	1					1	1		1				4
Customer Service - TSO	1					1	1		1				4
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	2	3	3	3	1	7	4	3	6	9	5	10	56
Expedited Passenger Screening Program - TSA Application Program					1							1	2
Expedited Passenger Screening Program	2	3	3	3		7	4	3	6	9	5	9	54
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
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
TWIC											1		1
TWIC - Status											1		1
2023	2	6	6	4	2	15	4	7	4	5	6	6	67
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service				1					1	1			3
Customer Service - TSO				1					1	1			3
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6	6	58
Expedited Passenger Screening Program	2	5	6	3	2	14	2	6	3	3	6	6	58
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)							2						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Screening										1			1
Screening - Crew Member or Airline Employee										1			1
2024	8	4	2	5	7	5							31
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	7	3	2	5	7	5							29
Expedited Passenger Screening Program	7	3	2	5	7	5							29
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	35	26	33	30	30	34	23	18	16	11	24	29	309
2022	6	4	8	6	8	9	15	10	9	3	14	12	104
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	2		2	2	2		13
Customer Service - TSO	1	1	1	1		1	2		2	2	2		13
Expedited Passenger Screening Program	5	1	5	3	8	7	12	8	7	1	8	10	75
Expedited Passenger Screening Program - TSA Application Program			1	1	1		2	1		1			7
Expedited Passenger Screening Program	5	1	4	2	6	7	10	5	7		8	10	65
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			2					3
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) - Diapers/Garments/Dressings/Masks											1		1
Property - Special Handling				1				1			1		3
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked											1		1
Screening		1	1			1	1	1		1	1	1	7
Screening - Inconsistency		1				1					1		3
Screening - Procedures/Process			1				1	1				1	4
2023	14	11	16	18	13	16	8	8	7	8	10	17	146
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights							3			1			4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Transgender Screening										1			1
Customer Service		3		2	1			2			1	1	10
Customer Service - Others				1									1
Customer Service - TSO		3		1	1			2			1	1	9
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	5	5	3	11	92
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	10	6	11	14	7	10	4	6	4	5	3	10	90
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Mishandling of Passenger Property	1				2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	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			1	2
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	3	2	4	1	3	5	1		1	1	4	3	28
Screening - Inconsistency				1	1	1					1	2	6
Screening - Lengthy Lines	1	2	4								1		8
Screening - Procedures/Process	2				2	3			1	1	2	1	12
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
2024	15	11	9	6	9	9							59
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	3	1	1	1	2	1							9
Customer Service - TSO	3	1	1	1	2	1							9
Expedited Passenger Screening Program	8	7	5	5	7	7							39
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	8	7	5	4	7	7							38
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Screening	3	1	1			1							6
Screening - Inconsistency						1							1
Screening - Procedures/Process	3	1	1										5

TSA Contact Center Traveler Complaints Report

Categories	10-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	63	56	50	68	51	77	46	44	40	50	63	53	661
2022	13	13	18	14	16	33	29	21	31	29	29	30	276
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Customer Service	2	7	1		1	1	1		1		2	1	17
Customer Service - TSO	2	7	1		1	1	1		1		2	1	17
Expedited Passenger Screening Program	9	4	12	12	15	29	27	19	22	26	25	25	225
Expedited Passenger Screening Program	1		1			3	3	1			2		11
Expedited Passenger Screening Program	8	4	11	12	15	26	24	18	22	26	23	25	214
Mishandling of Passenger Property	1		2						1			2	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		2									1	4
No Jurisdiction			1			1			1	1			4
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other		1				1				1			3
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) - Service Animals									1				1
Property - Special Handling	1	1	2					1	1		1	2	9
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Damaged Items - Checked Baggage		1	2					1				2	6
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked Baggage									1				1
Screening				1		1	1		4	1	1		9
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process				1		1	1		4				7
2023	20	26	15	30	26	27	17	23	9	21	34	23	271
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	2						2	1	2			8
Customer Service - Others		1											1
Customer Service - TSO	1	1						2	1	2			7
Expedited Passenger Screening Program	15	21	13	28	24	22	15	16	6	17	32	19	228
Expedited Passenger Screening Program	2	1	1	2							1	1	8
Expedited Passenger Screening Program	13	20	12	26	24	22	15	16	6	17	31	18	220
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	1	1	2		1					7
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical [redacted]	1			1	1								3
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		1			1		1	1			1		5
Property - Special Handling - Damaged Items - Carry-On		1			1						1		3
Property - Special Handling - Damaged Items - Checked Baggage							1						1
Property - Special Handling - Missing Items - Checked Baggage								1					1
Screening	2	1		1		3	1	1	2	2	1	3	17
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1												1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1		1		2	1		2	2	1	3	14
2024	30	17	17	24	9	17							114
Civil Rights			1	1									2
Civil Rights - Headwear			1										1
Civil Rights - Race				1									1
Customer Service						2							2
Customer Service - TSO						2							2
Expedited Passenger Screening Program	29	16	12	20	8	13							98
Expedited Passenger Screening Program - TSA Appl			1		1								2
Expedited Passenger Screening Program	29	15	12	20	7	13							96
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 - No Referral				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										1
Property - Special Handling - Missing Items - Checked Baggage			1	1									2
Screening	1	1	2			1							5
Screening - Inconsistency			1			1							2
Screening - Procedures/Process	1	1	1										3

TSA Contact Center Traveler Complaints Report

Categories	10-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	93	81	89	62	65	93	53	60	56	56	74	75	857
2022	18	23	29	11	16	25	30	29	29	31	36	39	316
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	1	4	5	2	1		29
Customer Service - TSO	4	2	4	1	2	3	1	4	5	2	1		29
Expedited Passenger Screening Program	8	17	16	7	13	19	23	18	19	19	30	31	220
Expedited Passenger Screening Program - DoD		1					1						2
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA Appl	4		1		1					1	3		10
Expedited Passenger Screening Program	8	12	15	7	12	19	22	18	19	18	26	31	207
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			2	3	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	3	4
Mishandling of Passenger Property - Damaged/Missi		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 FAA										1			1
Patdown		1				2	1	1	1	4		1	11
Patdown - Flyer						2	1	1	1	4		1	10
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1				1				1	1		1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1	1			2
Persons w/ Disabilities (PWD) - Prosthesi	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 - Liquids/Ge	1												1
Property - Special Handling			3	2					1				6
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			1	1									2
Screening	3	1	3			1	3	5	2	4	2	3	27
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1					1					2
Screening - Procedures/Process	3	1	1				2	4	2	4	1	3	21
Screening - Retrieving Abandoned/Confiscated Items			1				1				1		3
2023	40	28	34	30	30	36	23	31	27	25	38	36	378
Additional Information Required/Insufficient Information					1					1		1	3
Additional Information Required/Insufficient Information - EMAIL ONLY					1					1		1	3
Airline			2	1				1					4
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service			2					1					3
Civil Rights		1		1		1	1				2		6
Civil Rights - National Origin						1					1		2
Civil Rights - Race				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening		1											1
Claims													1
Claims - Status													1
Customer Service	5	2	3	1	1	1	2	1	1	2	9	2	30
Customer Service - Others											1		1
Customer Service - TSO	5	2	3	1	1	1	2	1	1	2	8	2	29
Expedited Passenger Screening Program	33	21	24	17	26	23	12	21	21	20	19	21	258
Expedited Passenger Screening Program	2		2			1					1	1	7
Expedited Passenger Screening Program	31	21	22	17	26	22	11	21	21	20	18	19	249
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							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	2		1	2	2	2		1	2	14
Mishandling of Passenger Property - Dam	1			1					1				4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				2				1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		2	1				4
Patdown			2	2	1	2	2						11
Patdown - Children													1
Patdown - Flyer			2	2	1	2	2						10
Persons w/ Disabilities (PWD)				2				2	1				7
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) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Property - Special Handling		3	1		1	1	2	1	1	1			11
Property - Special Handling - Damaged Items - Carry		2	1		1	1		1	1				7
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-C		1					1						2

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Checked								1					1
Screening	1	1	1	4		6	2	2	1	1		5	31
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1		1				1			2		5
Screening - Procedures/Process	1		1	3		6	2	1	1	1	3	5	24
Screening - Retrieving Abandoned/Confiscated Items											1		1
2024	35	30	26	21	19	32							163
Civil Rights		1			2								3
Civil Rights - Not Specified					1								1
Civil Rights - Race		1			1								2
Customer Service	2	5	10	5	3	8							33
Customer Service - Others					1	1							2
Customer Service - TSO	2	5	10	5	2	7							31
DHS TRIP					1								1
DHS TRIP - General					1								1
Expedited Passenger Screening Program	23	21	14	12	10	21							101
Expedited Passenger Screening Program - TSA Appl		1		2	1	1							5
Expedited Passenger Screening Program	23	20	14	10	9	20							96
Locks				1	1	1							3
Locks - Missing or Damaged Lock				1	1	1							3
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
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 D	1												1
Property - Special Handling	4	1	1	3		1							10
Property - Special Handling - Damaged It	3			1		1							5
Property - Special Handling - Missing Item	1		1	1									3
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	3	2	1										6
Screening - Inconsistency	1												1
Screening - Procedures/Process	2	2	1										5

TSA Contact Center Traveler Complaints Report

Categories	10-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	364	318	316	304	274	337	244	261	256	262	257	261	3,454
2022	71	90	71	70	73	89	117	132	121	126	125	121	1,206
Airline				1					1	1	1	1	5
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service				1					1	1	1		4
Civil Rights	2		2			2	2	2				2	12
Civil Rights - Not Specified						1	1						2
Civil Rights - Race						1		1				2	4
Civil Rights - Racial Profiling or Discrimination	2		1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1					3
Claims				1									1
Claims - Status				1									1
Customer Service	15	8	5	4	6	7	10	14	14	10	14	6	113
Customer Service - Others							1						1
Customer Service - TSO	15	8	5	4	6	7	9	14	14	10	14	6	112
Expedited Passenger Screening Program	42	60	51	50	53	63	87	103	89	92	95	90	875
Expedited Passenger Screening Program - Active Duty Military						1	1						3
Expedited Passenger Screening Program - DoD		1	1	1		3	3	5	2		1	4	21
Expedited Passenger Screening Program - Over 75					1								1
Expedited Passenger Screening Program - Other	3	9	1	2	4	1	2	4	5	3	3	2	39
Expedited Passenger Screening Program - Other	38	50	47	47	46	58	81	86	82	89	91	82	797
Expedited Passenger Screening Program - Other	1		2		2			8				1	14
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1		1	2	1		1	2		1	1		10
Locks - General								1					1
Locks - Missing or Damaged Lock	1		1	2	1		1	1		1	1		9
Lost and Found		1	1	1		2		1	1	3			10
Lost and Found - Airport/TSA		1	1	1		2		1	1	3			10
Mishandling of Passenger Property		4		1		1	1	1		2	5	6	21
Mishandling of Passenger Property - Damaged/Missing		2									2	4	8
Mishandling of Passenger Property - Damaged/Missing		2				1	1	1		2	2	2	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1							1		2
No Jurisdiction			2	2	3	1			1		1		10
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP					3				1				4
No Jurisdiction - Refer to Other			2	2		1							5
Patdown	2	1				4	2		3		1	1	14
Patdown - Children							1						1
Patdown - Flyer	2	1				4	1		3		1	1	13
Persons w/ Disabilities (PWD)	3	2	1	1	1	1	3	1	1	2		1	17
Persons w/ Disabilities (PWD) - Cancer (general) Not		2	1										3
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	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	1	1				4
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Wheelchairs	1											1	2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	1	6	1	3	4	7	3	2	2	5	2	5	41
Property - Special Handling - Damaged Items - Carry-on		1	1	2	1	2	1	1		1		2	12
Property - Special Handling - Damaged Items - Checked	1	1		1					1	2	1		7
Property - Special Handling - Missing Items - Carry-on		4			2		1		1		1		9
Property - Special Handling - Missing Items - Checked					1	5	1	1		2		3	13
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	5	6	7	4	5	1	8	6	9	10	4	9	74
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	1	2	1	2	1	2	2	1	1	16
Screening - Lengthy Lines		1					2	2	4		1	1	11
Screening - Procedures/Process	4	5	4	3	2		4	3	2	8	2	7	44
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
2023	142	118	126	130	108	119	127	129	135	136	132	140	1,542
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights	1	3	1	1	2	2		3	3	7	2		25
Civil Rights - Age		1						1					2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear									1				1
Civil Rights - Race	1	2			1	1		2		5	2		14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1				2
Civil Rights - Transgender Screening			1		1				1	2			5
Claims					1	1							2
Claims - General					1	1							2
Customer Service	11	9	16	10	10	13	9	16	13	15	22	21	165
Customer Service - TCC												1	1
Customer Service - TSO	11	9	16	10	10	13	9	16	13	15	22	20	164
Expedited Passenger Screening Program	111	92	97	100	81	85	98	90	88	79	73	94	1,088
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD		3	6	2	1	1	1	1				1	16
Expedited Passenger Screening Program - Other	4	4	3	4	1	2	2	1	3	2	3	3	32
Expedited Passenger Screening Program - Other	107	85	87	94	78	81	95	88	85	77	70	90	1,037

TSA Contact Center Traveler Complaints Report

Categories	10-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/DHS Employees - Opt In						1	1						2
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Intranet/Internet Inquiries			1										1
Intranet/Internet Inquiries - General			1										1
Locks	1					2	2	1	2			2	10
Locks - Missing or Damaged Lock	1					2	2	1	2			2	10
Lost and Found								1	1	1			3
Lost and Found - Airport/TSA								1	1	1			3
Mishandling of Passenger Property	5	3	2	2	3	2	1	5	3	4	4	10	44
Mishandling of Passenger Property - Damaged/Missi		2			1			2	2	2	1	4	14
Mishandling of Passenger Property - Dam	4	1	2	2	2		1	3	1	1	3	6	26
Mishandling of Passenger Property - Disa	1					2				1			4
No Jurisdiction							1	1			1		3
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other							1	1					2
Patdown	2		3	1	1	2	2	1	1	8	2	1	24
Patdown - Flyer	2		3	1	1	2	2	1	1	8	2		23
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	2	1	1	1	1	1	1	2	5	3	1	20
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1								1	1		3
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) - 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) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1								1	1		3
Property - Special Handling	5			4	5	1	4	3	3	4	6	3	38
Property - Special Handling - Damaged It	1			1			1		2	1	3	2	11
Property - Special Handling - Damaged It	1			1			2	1	1				6
Property - Special Handling - Missing Items - Carry-On				1	1		1	2		1	2	1	9
Property - Special Handling - Missing Item	3			1	4	1				2	1		12
Screening	5	8	6	10	4	10	9	7	19	13	19	7	117
Screening - Children						1				1			2
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				5		1	1	2	3	2	4	1	19
Screening - Lengthy Lines	1						1		3	2	2	2	11
Screening - Procedures/Process	4	6	6	4	3	8	6	5	13	8	13	4	80
Screening - Retrieving Abandoned/Confiscated Items		1		1	1		1						4
2024	151	110	119	104	93	129							706
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1				1								2
Airline - Lost Baggage	1												1
Airline - Wheelchair Assistance					1								1
Civil Rights			1	1		2							4
Civil Rights - Not Specified				1		1							2
Civil Rights - Race			1			1							2
CLEAR													1
CLEAR - Registered Traveler													1
Customer Service	23	12	16	12	12	18							93
Customer Service - TCC	1				1								2
Customer Service - TSO	22	12	16	12	11	18							91
Expedited Passenger Screening Program	105	67	84	76	58	71							461
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - DoD		1	1	1									3
Expedited Passenger Screening Program	1	1	2	1	1	2							8
Expedited Passenger Screening Program	103	65	81	73	57	69							448
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Locks	1	2					4						7
Locks - Missing or Damaged Lock	1	2					4						7
Lost and Found			1	2									3
Lost and Found - Airport/TSA			1	2									3
Mishandling of Passenger Property	1	4	3	5	4	5							22
Mishandling of Passenger Property - Damaged/Missi		1	1	1		4							7
Mishandling of Passenger Property - Dam	1	2	2	3	4	1							13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	2		1					2					5
No Jurisdiction - No Referral	1		1					2					4
No Jurisdiction - Refer to Other	1												1
Patdown	4	2	2			4							12
Patdown - Children						2							2
Patdown - Flyer	4	2	2			1							9
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	3	1	4	8							24
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			1							3
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

TSA Contact Center Traveler Complaints Report

Categories	10-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 - At			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			2	1	1		3						7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1	1						3
Persons w/ Disabilities (PWD) - Ostomy/C			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling		3	3	1	2		4		2				15
Property - Special Handling - Damaged It		2	1	1	1								5
Property - Special Handling - Damaged Items - Checked							1		1				2
Property - Special Handling - Missing Item		1	1					2	1				5
Property - Special Handling - Missing Items - Checke			1		1		1						3
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening		9	13	6	6	10	11						55
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency			2	2		1	1						6
Screening - Lengthy Lines		1	3		1	1	4						10
Screening - Procedures/Process		8	8	3	5	5	5						34
Screening - Retrieving Abandoned/Confiscated Items							3						3
Screening - Shoe Screening				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	39	28	32	32	44	47	21	26	24	29	45	20	387
2022	5	6	7	6	6	17	10	15	11	13	18	11	125
Civil Rights			1	1								1	3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Transgender Screening												1	1
Customer Service	1				2			1		2	1	1	8
Customer Service - TSO	1				2			1		2	1	1	8
Expedited Passenger Screening Program		5	5	4	3	15	9	12	8	11	12	7	91
Expedited Passenger Screening Program - TSA Application Program				1		1		1	1				4
Expedited Passenger Screening Program - TSA PreC		5	5	3	3	14	9	11	7	11	12	7	87
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 - Gener	1												1
Patdown	2	1	1					1	1				6
Patdown - Flyer	2	1	1					1	1				6
Persons w/ Disabilities (PWD)						1	1						2
Persons w/ Disabilities (PWD) - General						1	1						2
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening	1			1		1	1	1	1		5	1	12
Screening - Children						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process	1			1			1	1	1		3	1	9
2023	19	14	11	16	22	13	11	11	13	16	27	9	182
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights					2					1			3
Civil Rights - Hair Patdowns					1								1
Civil Rights - Race					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		4		2		1		4	2	2	4	1	20
Customer Service - TSO		4		2		1		4	2	2	4	1	20
Expedited Passenger Screening Program	15	9	7	14	17	8	11	4	9	10	17	7	128
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC	15	9	7	13	17	8	11	4	9	10	17	7	127
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--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			3		1	1							5
Patdown - Children			1										1
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2				1			1				1	5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair	2												2
Screening	2		1		1	2		1	1	2	5		15
Screening - Inconsistency			1					1			2		4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2				1	1			1	2	3		10
2024	15	8	14	10	16	17							80
Civil Rights			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	3		3	1	4	3							14
Customer Service - CSM			1										1
Customer Service - TSO	3		2	1	4	3							13
Expedited Passenger Screening Program	9	6	8	7	9	10							49
Expedited Passenger Screening Program - TSA Application Program	9	6	8	7	9	10							49
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--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1												2
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
Screening	1	2		1	1	2							7
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	2		1	1	1							6

TSA Contact Center Traveler Complaints Report

Categories	10-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	31	20	32	26	32	34	17	21	21	19	20	19	292
2022	5	1	8	8	14	8	7	12	14	6	10	14	107
Civil Rights	1		2		1	1			1				6
Civil Rights - Constitutional Rights									1				1
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	2		5	1		2	18
Customer Service - Others									1				1
Customer Service - TSO	1		1	2	2	2	2		4	1		2	17
Expedited Passenger Screening Program	2	1	5	3	7	3	3	8	5	2	6	10	55
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					1				2
Expedited Passenger Screening Program	2	1	5	1	7	3	2	8	4	1	6	10	50
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
No Jurisdiction				1	1								2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1								1
Patdown				1	1		1	2			2	1	8
Patdown - Children							1				1		2
Patdown - Flyer				1				2			1	1	5
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1		1		1					3
Persons w/ Disabilities (PWD) - General				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								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	1	1	1	3	1	2		11
Screening - Inconsistency									1	1	1		3
Screening - Procedures/Process	1				1	1		1	2		1		7
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	17	7	11	6	9	11	10	9	7	13	10	5	115
Civil Rights			2		2		1						5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race			1		1		1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1						3	2					6
Customer Service - TSO	1						3	2					6
Expedited Passenger Screening Program	14	4	6	6	6	10	6	5	6	10	9	4	86
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	3					1				1			5
Expedited Passenger Screening Program	11	4	5	6	6	9	6	5	6	9	9	4	80
Mishandling of Passenger Property						1				1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1			2
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			1								3
Patdown - Flyer	1	1			1								3
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 Scooter)												1	1
Screening	1	2	2					2	1	1			9
Screening - Inconsistency		1						1		1			3
Screening - Procedures/Process	1	1	1					1	1				5
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	9	12	13	12	9	15							70
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Customer Service			4	7	3	5							19
Customer Service - CSM					1								1
Customer Service - TSO			4	7	2	5							18
Expedited Passenger Screening Program	9	12	7	3	5	3							39
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program	9	12	6	3	5	3							38
Mishandling of Passenger Property			1			2							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening			1	1	1	5							8
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1		3							5

TSA Contact Center Traveler Complaints Report

Categories	10-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	10	10	17	10	9	11	8	9	4	7	10	7	112
2022	3	2	3	1	2	5	4	6	4		6	3	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
Expedited Passenger Screening Program	2	2	2		2	5	2	4	3		5	3	30
Expedited Passenger Screening Program - TSA Appl			2				1						3
Expedited Passenger Screening Program	2		2		2	4	2	4	3		5	3	27
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
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
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2023	6	4	3	4	3	4	4	3		7	4	4	46
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2	4	34
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program	5	4	1	4	3	3	2	2		4	2	3	33
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
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening							1	1		1	1		4
Screening - Procedures/Process							1	1		1	1		4
2024	1	4	11	5	4	2							27
Civil Rights		1											1
Civil Rights - Transgender Screening		1											1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	9	4	4	1							22
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program	1	3	8	4	4	1							21
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-On								1					1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	1	1	1	5	2			1	1		15
2022			1	1		3	2			1			8
Expedited Passenger Screening Program				1		3	1			1			6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						3	1			1			5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Screening								1					1
Screening - Procedures/Process							1						1
2023		1				2					1		4
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) - Diabetes								1					1
2024	2				1								3
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown	1												1
Patdown - Flyer	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDR	1		1			1							3
2023			1										1
Customer Service			1										1
Customer Service - TSO			1										1
2024	1					1							2
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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		1							1	4
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 - Checked												1	1
2023		1											1
Civil Rights		1											1
Civil Rights - Race		1											1
2024				1									1
Patdown				1									1
Patdown - Flyer				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	1			1			7
2022		3	1				1			1			6
Civil Rights		1								1			2
Civil Rights - Age		1											1
Civil Rights - Race										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
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2023						1							1
Customer Service						1							1
Customer Service - TSO						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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		3
2022		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
2023											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2024			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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			2					1		5
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
2023											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2024	1		1			1							3
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1					1							2
No Subject				1									1
No Subject - General				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	17	18	26	12	25	8	16	7	12	11	12	12	176
2022	6	5	9	5	4	3	10	5	6	7	6	7	73
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1	1		1	1	8
Customer Service - TSO	1	1	2					1	1		1	1	8
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4	4	6	5	6	53
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program								1			1		2
Expedited Passenger Screening Program	2	4	6	3	3	2	7	3	4	6	4	6	50
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility C	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 - Carry-On				1									1
Screening	2		1				2						5
Screening - Inconsistency	1						1						2
Screening - Procedures/Process	1		1										2
Screening - Shoe Screening							1						1
2023	6	5	9	4	10	1	6	2	6	4	6	5	64
Civil Rights										1			1
Civil Rights - Headwear										1			1
Customer Service		1	1		2		1					1	6
Customer Service - TSO		1	1		2		1					1	6
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	6	2	46
Expedited Passenger Screening Program	6	3	5	3	6	1	5	1	6	2	6	2	46
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								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening			1		1			1				2	5
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process					1			1				2	4
2024	5	8	8	3	11	4							39
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Customer Service			2	1									3
Customer Service - TSO			2	1									3
Expedited Passenger Screening Program	5	6	4	2	9	3							29
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	5	6	4	2	8	3							28
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Screening			1			1							2
Screening - Inconsistency			1										1
Screening - Security Breach						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	14	12	19	17	15	17	18	15	9	14	8	9	167
2022	6	3	2	5	6	9	8	7	4	7	4	2	63
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
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	1	1		1			6
Customer Service - Others							1						1
Customer Service - TSO		1		1		1		1		1			5
Expedited Passenger Screening Program	4	1	1	3	6	4	7	6	3	3	4	2	44
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	1	1	3	6	4	7	6	3	2	4	2	42
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										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
Property - Special Handling - Damaged Items - Carry-On									1				1
Screening	1			1							1		3
Screening - Inconsistency				1							1		2
Screening - Procedures/Process	1												1
2023	4	5	5	7	8	3	10	8	5	7	4	7	73
Civil Rights						1	4						5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race							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	4	4	4	7	5	3	6	6	3	5	3	6	56
Expedited Passenger Screening Program	4	4	4	7	5	3	6	6	3	5	3	6	56
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
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Screening			1						1		2		4
Screening - Procedures/Process			1						1		2		4
2024	4	4	12	5	1	5							31
Civil Rights							1						1
Civil Rights - Age							1						1
Customer Service		1	1				1						3
Customer Service - TSO		1	1				1						3
Expedited Passenger Screening Program	3	3	10	4	1	3							24
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	3	3	8	4	1	3							22
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items - Carry-On	1			1									1
Property - Special Handling - Missing Item	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	150	117	97	91	83	117	91	99	99	64	88	83	1,179
2022	28	23	18	23	22	42	46	45	56	32	57	40	432
Civil Rights						2			1	1		1	5
Civil Rights - National Origin										1			1
Civil Rights - Race						2							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	3	3	1	1	1		3	5	6	2	1	1	27
Customer Service - TSO	3	3	1	1	1		3	5	6	2	1	1	27
Expedited Passenger Screening Program	21	17	13	15	20	28	35	35	44	27	49	29	333
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1			1		1		1					4
Expedited Passenger Screening Program - TSA Appl		2	2		1		1	1	1		4	2	14
Expedited Passenger Screening Program	20	14	11	14	19	27	34	33	43	27	45	27	314
Locks			1			1						2	4
Locks - Missing or Damaged Lock			1			1						2	4
Lost and Found						1	1						2
Lost and Found - Airport/TSA						1	1						2
Mishandling of Passenger Property		2				2	1	2			1	2	10
Mishandling of Passenger Property - Damaged/Missii		1				1	1	1			1	1	6
Mishandling of Passenger Property - Damaged/Missii		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		1		1	1	5
Patdown - Flyer						1	1		1		1	1	5
Persons w/ Disabilities (PWD)	1	1			1	3	1						7
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) - 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	2	3	1	1	1	1	18
Property - Special Handling - Damaged It	1			3		2	1	1		1	1	1	11
Property - Special Handling - Damaged Items - Checked			1	2				1					4
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked									1				1
Screening	1		1	2		2	2		2	1	4	3	18
Screening - Inconsistency				1			1		1		2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1		1	1		2				1	1	3	10
Screening - Retrieving Abandoned/Confiscated Items									1		1		2
2023	52	54	42	44	30	40	45	54	43	32	31	43	510
Additional Information Required/Insufficient Information											1	1	2
Additional Information Required/Insufficient Information - EMAIL ONLY											1	1	2
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		3		1	1	1	1	1			1	1	10
Civil Rights - Race		2		1							1	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1					4
Civil Rights - Sexual Orientation - Not Transgender		1											1
Customer Service	2	6	1		3	3		5	2	4	4	4	34
Customer Service - TSO	2	6	1		3	3		5	2	4	4	4	34
Expedited Passenger Screening Program	38	40	38	37	20	30	38	39	34	20	20	30	384
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program	1	3	2	2					1	3		1	13
Expedited Passenger Screening Program	37	37	36	35	20	30	38	37	33	17	20	29	369
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1	1	1	1		1	1	1	3		1	12
Mishandling of Passenger Property - Dam	1			1	1	1	1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missii		1	1					1		2			5
Patdown	2		1		3					2		2	10
Patdown - Children					2								2
Patdown - Flyer	2				1					2		2	7
Patdown - General			1										1
Persons w/ Disabilities (PWD)								1	1	1	2	1	6
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) - 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
Property - Special Handling	1	3		1		2	2	2	2		1		14
Property - Special Handling - Damaged Items - Carry		3		1			1		2		1		8
Property - Special Handling - Damaged Items - Checked						2		1					3
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Item	1												1
Screening	7		1	4	2	4	3	5	3	2	2	3	36
Screening - Crew Member or Airline Employee			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines	1							1	1				3
Screening - Procedures/Process	6			4	2	3	3	4	2	1	2	2	29
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	70	40	37	24	31	35							237
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	6	1	5	4	2	5							23
Customer Service - TCC						1							1
Customer Service - TSO	6	1	5	4	2	4							22
Expedited Passenger Screening Program	58	35	28	14	20	24							179
Expedited Passenger Screening Program	2		3	1		1							7
Expedited Passenger Screening Program	56	35	25	13	20	23							172
HAZMAT Endorsement					1								1
HAZMAT Endorsement - Status					1								1
Mishandling of Passenger Property	2	1	2	1	2	2							10
Mishandling of Passenger Property - Dam	2	1	2			2							9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				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
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Property - Special Handling	2		2	2	3	2							11
Property - Special Handling - Damaged It	1		1	1		2							5
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Item	1			1	2								4
Property - Special Handling - Missing Items - Checked			1										1
Screening	1	1		2	1	1							6
Screening - Crew Member or Airline Employee		1		1									2
Screening - Procedures/Process	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
CID	21	34	20	26	28	43	21	15	22	15	21	23	289
2022	3	8	5	4	4	19	11	7	6	8	6	13	94
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5	4	7	6	12	83
Expedited Passenger Screening Program - TSA Appl		1	1	1		1					1		5
Expedited Passenger Screening Program	3	6	4	3	4	15	10	5	4	7	5	12	78
Patdown												1	1
Patdown - Non-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				2	1	2	1				7
Screening - Inconsistency								1					1
Screening - Procedures/Process		1				1	1	1	1				5
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	3	17	7	14	10	11	10	8	16	7	15	10	128
Civil Rights									1				1
Civil Rights - Headwear									1				1
Expedited Passenger Screening Program	3	15	7	14	9	11	10	7	13	6	13	8	116
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	3	15	7	13	9	11	10	7	12	6	13	8	114
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
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		1	3
Screening		2						1	1		2	1	7
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1		2	1	4
2024	15	9	8	8	14	13							67
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Customer Service					1								2
Customer Service - TSO					1								2
Expedited Passenger Screening Program	12	8	7	7	10	12							56
Expedited Passenger Screening Program - TSA Application Pro			2			2							4
Expedited Passenger Screening Program	12	8	5	6	10	10							51
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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
Screening	1	1	1	1	1								5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1	1		1								4

TSA Contact Center Traveler Complaints Report

Categories	10-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	2				3			1		1		1	8
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
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023	1									1			2
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1									1			2
2024	1				2								3
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					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 - Missing Item	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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		2		1	1			1	1	3			9
2022		1			1			1	1	1			5
Expedited Passenger Screening Program		1			1			1	1	1			4
Expedited Passenger Screening Program - TSA PreC		1			1				1	1			4
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2023		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 - Carry-On										1			1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	227	206	221	236	254	278	202	173	184	138	148	140	2,407
2022	50	47	63	56	85	106	102	78	86	74	70	81	898
Airline			1	1					1	1			4
Airline - Policy/Regulations/Service			1	1					1	1			4
Civil Rights		1	2			1				1		3	8
Civil Rights - National Origin			1										1
Civil Rights - Race										1		1	2
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						1	2
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims				1									1
Claims - General				1									1
Customer Service	4	4	4	2	2	4	5	3	2	1	2	3	36
Customer Service - TSO	4	4	4	2	2	4	5	3	2	1	2	3	36
Expedited Passenger Screening Program	34	36	51	47	77	93	88	67	76	65	62	66	762
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	1	7	3	4	2	2	2	3	1	3	4	1	33
Expedited Passenger Screening Program	33	29	47	43	75	90	86	64	74	62	58	65	726
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			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
No Jurisdiction						1	1						2
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1	1			1	2	1	1	2	3	3	17
Patdown - Children						1							1
Patdown - Flyer	2	1	1				2	1	1	2	2	3	15
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	2		1	2		1		1	2	2		1	12
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	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
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1		1										2
Property - Special Handling	2	3	1		2	3	1	3	1	1			17
Property - Special Handling - Damaged Items	1	1				1							3
Property - Special Handling - Missing Items	1							2	1	1			5
Property - Special Handling - Missing Items - Checked Baggage		2	1		2	2	1	1					9
Screening	4	2	1	2	4	1	5	1	3	1	1	5	30
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines					1		1	1					3
Screening - Military												1	1
Screening - Procedures/Process	3	1			2	1	4		3			4	18
Screening - Retrieving Abandoned/Confiscated	1		1	1	1					1			5
2023	82	98	80	110	92	91	100	95	98	64	78	59	1,047
Additional Information Required/Insufficient Information						2							2
Additional Information Required/Insufficient Information - EMAIL ONLY						2							2
Airline		1							1				2
Airline - Policy/Regulations/Service		1							1				2
Civil Rights		1	2	1		2	1	1			2	1	11
Civil Rights - Headwear						1							1
Civil Rights - National Origin											1		1
Civil Rights - Not Specified											1		1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race		1	1	1				1					4
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	8	6		5	3	5	5	3	6	5	8	4	58
Customer Service - Others											1		1
Customer Service - TSO	8	6		5	3	5	5	3	6	5	7	4	57
Expedited Passenger Screening Program	62	75	73	96	76	76	76	80	76	47	54	50	841
Expedited Passenger Screening Program - DoD				2		1							3
Expedited Passenger Screening Program	2	2	2	4	2	1		1	1				15
Expedited Passenger Screening Program	60	73	71	90	74	74	76	79	75	47	54	50	823
Locks			1		2		1	1	1				6
Locks - Missing or Damaged Lock			1		2		1	1	1				6
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	2	2	2	1		2	2	2	3	1	1	19
Mishandling of Passenger Property - Damaged/Missing Items		1	1				2	2		2		1	9
Mishandling of Passenger Property - Damaged/Missing Items	1	1	1	2	1				1	1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage									1				1
No Jurisdiction													1
No Jurisdiction - No Referral									1				1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	1		1		2	2	1	1				12
Patdown - Flyer	4	1		1		2	2	1	1				12
Persons w/ Disabilities (PWD)	4	3					1	1	2	1	2		14
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1						1				2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inha			1				1						2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1							1					2
Property - Special Handling	1			1	3	2	2		2	1	3	2	17
Property - Special Handling - Damaged Items - Carry-On						1	1		1		1	1	5
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 Item	1			1	1		1		1		1		6
Screening	2	9	2	4	5	4	10	6	5	7	8	1	63
Screening - Inconsistency		3	1	1	2	1	1		1	2	2		14
Screening - Lengthy Lines	1	2		1			4	2	1	1	2		14
Screening - Procedures/Process	1	4	1	2	3	2	5	4	2	3	4	1	32
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
Screening - Traveling with Cash										1			1
2024	95	61	78	70	77	81							462
Additional Information Required/Insufficient Inf	1	1											2
Additional Information Required/Insuffici	1	1											2
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights		2			1	1							4
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Civil Rights - Transgender Screening		1											1
CLEAR							1						1
CLEAR - Registered Traveler							1						1
Customer Service	6	2	6	6	8	5							33
Customer Service - CSM				1									1
Customer Service - TCC					1								1
Customer Service - TSO	6	2	6	5	7	5							31
Expedited Passenger Screening Program	73	50	61	58	64	55							361
Expedited Passenger Screening Program	2	1	3	6		2							14
Expedited Passenger Screening Program	71	49	58	52	64	53							347
Locks	2				1	1							4
Locks - General	1												1
Locks - Missing or Damaged Lock	1				1	1							3
Mishandling of Passenger Property	2	1	3			4							10
Mishandling of Passenger Property - Damaged/Missii		1	1			2							4
Mishandling of Passenger Property - Dam	2		2			2							6
No Jurisdiction	1		2			1							4
No Jurisdiction - No Referral			1			1							2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other	1												1
Patdown				2		2							4
Patdown - Flyer				2		2							4
Persons w/ Disabilities (PWD)			1		1	4							6
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) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	4	2		3		1							10
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Damaged It	1			1		1							3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	2	1		1									4
Screening	6	3	5	1	2	5							22
Screening - Inconsistency	1	2	1			1							5
Screening - International Screening							1						1
Screening - Lengthy Lines	2		1		2	2							7
Screening - Procedures/Process	3	1	2	1									7
Screening - Retrieving Abandoned/Confiscated Items			1			1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	4	5	3	2	2	4	1	1	1	3	1	30
2022	1	2		1					1	1	2	1	9
Civil Rights	1												1
Civil Rights - Constitutional Rights	1												1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program		1									2		3
Expedited Passenger Screening Program - TSA PreC		1									2		3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Screening				1						1			2
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	1		4	2	2	2	4	1			1		17
Customer Service				1	2								3
Customer Service - TSO				1	2								3
Expedited Passenger Screening Program	1		4	1		1	2	1					10
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program	1		4	1		1	1	1					9
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 - Carry-On							1						1
Screening								1			1		2
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process							1						1
2024	1	2	1										4
Customer Service		2											2
Customer Service - TSO		2											2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	431	389	413	308	310	416	286	294	321	315	268	316	4,067
2022	78	83	85	64	84	104	117	137	144	136	123	147	1,302
Airline					1				2	1	2		6
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service						1			2		1		4
Civil Rights	2	1	2		1			1	1	1	2		11
Civil Rights - Race								1	1	1	2		5
Civil Rights - Racial Profiling or Discrimination	2	1	2										5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Claims								1					1
Claims - General								1					1
Customer Service	9	12	15	4	3	8	9	10	10	10	15	12	117
Customer Service - CSM			1										1
Customer Service - Others											1		1
Customer Service - TSO	9	12	14	4	3	8	9	10	10	10	14	12	115
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	44	58	48	49	68	84	80	107	110	101	82	111	942
Expedited Passenger Screening Program - Active Duty Military				1						1		1	3
Expedited Passenger Screening Program - DoD									1	1	1		3
Expedited Passenger Screening Program - TSA/DHS	2	10	2	4	5	1	4	5	3	4	4	4	48
Expedited Passenger Screening Program - TSA/DHS	42	47	46	44	63	83	76	102	106	95	77	106	887
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				1				1		4
Locks - Missing or Damaged Lock	1		1				1				1		4
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	2					3	3	1	2	3	3	3	17
Mishandling of Passenger Property - Damaged	1					1	3	1	1	2	2	2	11
Mishandling of Passenger Property - Damaged	1					1			1	1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction	2	2				1		2		1	2		10
No Jurisdiction - No Referral	1	1						1					3
No Jurisdiction - Refer to CBP		1				1		1		1	1		5
No Jurisdiction - Refer to Other	1										1		2
Patdown	1	1			1	1	2	3	1	3	1	4	18
Patdown - Children												1	1
Patdown - Flyer	1				1	1	2	3	1	3	1	3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	5	4	1	1	3			2	7	2	5	35
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	1						1	1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
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 Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		2		1				4
Persons w/ Disabilities (PWD) - Mobility Equipment	1	1								2	1		5
Persons w/ Disabilities (PWD) - Prostheses	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) - Wheelchairs	1		1						1	1		1	5
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	3	5	7	2	3	6	40
Property - Special Handling - Damaged Items - Carry-On				1	1			1	2	2			7
Property - Special Handling - Damaged Items - Checked				1	1		2		4			3	11
Property - Special Handling - Missing Items - Carry-On			1		3	1		1	1		1	2	10
Property - Special Handling - Missing Items - Checked	1			3		1	1	3			2	1	12
Screening	7	3	13	4	4	6	16	4	9	8	9	6	89
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1	4	1		1	5	2	1	1			16
Screening - International Screening					1								1
Screening - Lengthy Lines	1					1	4		1			3	10
Screening - Procedures/Process	6	2	8	2	2	4	6	2	7	7	9	3	58
Screening - Retrieving Abandoned/Confiscated Items				1	1		1						3
2023	171	154	184	121	107	153	169	157	177	179	145	169	1,886
Airline	2	1	4						1	1	1		10
Airline - Lost Baggage			3										3
Airline - Policy/Regulations/Service	2	1	1							1	1		6
Airline - Wheelchair Assistance									1				1
Civil Rights	1	2	3	3	1	2	4	2	1	4	2	1	26
Civil Rights - Age							1	1		1			3
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - Not Specified			1										1
Civil Rights - Race	1	2	1	2			1	1				1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		2			1	2		6
Civil Rights - Sexual Orientation - Not Transgender				1		1				1			3
Civil Rights - Transgender Screening									1	1			2
Customer Service	17	10	17	8	11	13	12	11	15	16	13	16	159

TSA Contact Center Traveler Complaints Report

Categories	10-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								2
Customer Service - TSO	17	10	16	7	11	13	12	11	15	16	13	16	157
DHS TRIP				1									1
DHS TRIP - General				1									1
Expedited Passenger Screening Program	126	123	127	89	83	116	134	119	129	123	102	133	1,404
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	5	3	5	4	1	5		4	2	3	2	3	37
Expedited Passenger Screening Program	120	119	122	85	82	111	134	114	127	120	100	130	1,364
Expedited Passenger Screening Program - TSA/DHS		1						1					2
Freedom of Information Act (FOIA)											1		1
Freedom of Information Act (FOIA) - General											1		1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks	2	1				1	2		2				8
Locks - Missing or Damaged Lock	2	1				1	2		2				8
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	4	2	3	3		3	4	6	3	5	6		39
Mishandling of Passenger Property - Damaged/Missing		1	2	1		1	3	4	2	3	4		21
Mishandling of Passenger Property - Damaged/Missing	4	1	1	2		2	1	2	1	2	2		18
No Jurisdiction	2	1				1	1		2	2		2	11
No Jurisdiction - No Referral	1								1			1	3
No Jurisdiction - Refer to CBP	1	1					1		1	1			5
No Jurisdiction - Refer to Other										1		1	3
Patdown	1		2			1	1	2	5	5	1		18
Patdown - Flyer	1		1			1	1	2	4	5	1		16
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1		2	2	3	2		2	1	3	2	2	20
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1	1				1		1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1							1			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) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1		1					3
Property - Special Handling	2	4	6	3	4	2	2	4	6	3	3	2	41
Property - Special Handling - Damaged Items	2		1			3	1	1		1	3		12
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-On		2		2	1		1	4	4	2		2	18
Property - Special Handling - Missing Items - Checked		2	4			1			1	1			9
Request for Assistance									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening	13	10	20	12	5	11	9	11	11	17	14	12	145
Screening - Children	1												1
Screening - Crew Member or Airline Employee			9	1		2	1			1	1		15
Screening - Inconsistency	2	2	6	3	1		1		1	1	2		19
Screening - Lengthy Lines	1	1		2		1			2	1	1	1	10
Screening - Procedures/Process	8	6	5	5	4	7	7	11	8	13	10	11	95
Screening - Retrieving Abandoned/Confiscated	1	1		1		1				1			5
2024	182	152	144	123	119	159							879
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL				1									1
Airline	1	1	1			2							5
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service	1					2							3
Airline - Wheelchair Assistance		1											1
Civil Rights		2	2	2	3	4							13
Civil Rights - Age					1	1							2
Civil Rights - Headwear		1											1
Civil Rights - Not Specified						1							1
Civil Rights - Race		1	1	1	2	1							6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1							3
Claims				1									1
Claims - General				1									1
Customer Service	14	16	15	19	19	32							115
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	14	15	14	19	19	32							113
Expedited Passenger Screening Program	146	112	117	80	84	95							634
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	4	5	5	3		4							21
Expedited Passenger Screening Program	141	106	111	77	84	91							610
Locks						2							2
Locks - Missing or Damaged Lock						2							2
Lost and Found	2			1		2							5
Lost and Found - Airport/TSA	2			1		2							5
Mishandling of Passenger Property	3	2	2	4	1	6							18
Mishandling of Passenger Property - Damaged/Missing		2	1	2	1	4							10
Mishandling of Passenger Property - Damaged/Missing	3			2		1							6
Mishandling of Passenger Property - Damaged/Missing Items--Unchecked				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	2	1	1	2	1	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
No Jurisdiction - No Referral			1	1									5
No Jurisdiction - Refer to CBP					2	1							3
No Jurisdiction - Refer to Other		2											2
Patdown			1			6	2						9
Patdown - Children						3							3
Patdown - Flyer			1			3	2						6
Persons w/ Disabilities (PWD)		2	2		4		2						10
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) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair		1			1								2
Property - Special Handling		2	5	2	5		2						16
Property - Special Handling - Damaged Items - Carry			2										2
Property - Special Handling - Damaged Items - Checked			3										4
Property - Special Handling - Missing Items		1			3		1						5
Property - Special Handling - Missing Items		1		2	1		1						5
Screening		10	10	2	6	5	7						40
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				1	2	1	1						5
Screening - Lengthy Lines		2	1		1	1							5
Screening - Opposite Gender			1										1
Screening - Procedures/Process		7	8		2	3	6						26
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
CMH	175	151	151	139	150	173	130	104	105	130	116	104	1,628
2022	28	38	39	35	27	61	62	50	46	60	54	50	550
Civil Rights		1		1					1				2
Civil Rights - Race													1
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	6	9	7	4	5	8	5	2	3	4	5	4	62
Customer Service - CSM		1											1
Customer Service - TSO	6	8	7	4	5	8	5	2	3	4	5	4	61
Expedited Passenger Screening Program	16	18	23	23	17	45	46	44	34	41	39	35	381
Expedited Passenger Screening Program - DoD			1				2				2	1	6
Expedited Passenger Screening Program	1		1		1	2	2	7	1	1			16
Expedited Passenger Screening Program	15	18	21	23	16	43	41	37	33	40	37	34	358
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				2	4		1	2	1	5	16
Mishandling of Passenger Property - Damaged/Missin		1				1	2		1	1	1	3	9
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		1	2	3	1		2	1	2		7	1	20
Patdown - Flyer		1	2	3	1		2	1	2		7	1	20
Persons w/ Disabilities (PWD)	1		1	1	1	1					1		6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically	1					1					1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			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	3		2	6			23
Property - Special Handling - Damaged Items - Carry		2		1	1	1			1	4			9
Property - Special Handling - Damaged It	2			1		1				2			6
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Items - Checke		1			1		3		1				6
Screening	2	4	4	2	1	1	2	3	3	7	1	3	33
Screening - Children				1									1
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1	1					1			2			5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		3	3	1	1	1	1	3	2	5	1	3	24
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	75	57	60	61	77	60	68	54	59	70	62	54	757
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	1		3	2	1	2	1		3			14
Civil Rights - Constitutional Rights				1				1					2
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1		1			1						3
Civil Rights - Race	1				2	1	1			2			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	4	3	6	9	9	2	7	2	9	10	4	10	75
Customer Service - TSO	4	3	6	9	9	2	7	2	9	10	4	10	75
Expedited Passenger Screening Program	59	46	43	37	54	43	47	34	42	34	45	34	518
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2		2	1	4								9
Expedited Passenger Screening Program	57	45	41	36	50	43	47	34	42	34	45	33	507
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1	1	1	2	2	2		1	1	3		4	18
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		2			1	1		3	9
Mishandling of Passenger Property - Dam	1	1		1	2			1		2		1	9
No Jurisdiction										1			1
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to Other										1			1
Patdown	1	2	3	3	5	2	2	5	1	3	2	2	31
Patdown - Children										1			1
Patdown - Flyer	1	2	3	3	5	2	2	5	1	2	2	2	30
Persons w/ Disabilities (PWD)	4		1		1	1	1	3	2	2	4		19
Persons w/ Disabilities (PWD) - Autism S	1					1							2
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr			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)											2		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-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		2								1			3
Property - Special Handling	1	2			2		1		1	2	2		11
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	1	1			1		1			2	1		7
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	2	6	7	2	8	7	8	2	11	5	3	65
Screening - Crew Member or Airline Employee				1								1	2
Screening - Inconsistency		1	2	2	1	2	1			1	1		11
Screening - Lengthy Lines	1			1			1	1			1		5
Screening - Procedures/Process	2	1	4	3	1	6	5	7	2	10	3	2	46
Screening - Shoe Screening	1												1
2024	72	56	52	43	46	52							321
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2	2		2									6
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	1	1		1									3
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Sexual Orientation - Not Transgender		1											1
Claims					1								1
Claims - General					1								1
Customer Service	12	19	5	10	2	11							59
Customer Service - CSM				1									1
Customer Service - Others					1								1
Customer Service - TSO	12	19	5	9	1	11							57
Expedited Passenger Screening Program	47	28	40	26	25	31							197
Expedited Passenger Screening Program - TSA Application Process			4		1								5
Expedited Passenger Screening Program	47	28	36	26	24	31							192
Locks													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			2							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1										1
No Jurisdiction							2						2
No Jurisdiction - No Referral							2						2
Patdown	4	1	1		3								9
Patdown - Flyer	4	1	1		2								8
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1		2	2	7	3							15
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 Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	2	1							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 Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	1	2	2	1	1	1							8
Property - Special Handling - Damaged Items - Carry-On			1	1	1								3
Property - Special Handling - Missing Items - Carry-On	1	1				1							3
Property - Special Handling - Missing Items	1	1											2
Screening	4	4	1	1	6	1							17
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1	1			1								3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	3	2		1	4	1							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
CMI	2	4	5	3	1	2	4	3	3	2	2	2	33
2022		1	1			1	2	2	1	1		1	10
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1					1	2		1		1	6
Expedited Passenger Screening Program - TSA PreC		1					1	2		1		1	6
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
2023	1	1	1			1	2	1	2	1	2	1	13
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			1	2		1	1	1		8
Expedited Passenger Screening Program	1		1			1	2		1	1	1		8
Patdown												1	1
Patdown - Flyer												1	1
Screening											1		1
Screening - Procedures/Process											1		1
2024	1	2	3	3	1								10
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			2										2
Civil Rights - Race			2										2
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Expedited Passenger Screening Program		1		3									4
Expedited Passenger Screening Program - TSA PreC		1		3									4
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3		1	1	2			1	1		10
2022			1			1	1			1			4
Expedited Passenger Screening Program						1	1			1			3
Expedited Passenger Screening Program - TSA PreCheck						1	1			1			3
Screening				1									1
Screening - Procedures/Process				1									1
2023		1	1				1				1		4
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 - Checked												1	1
2024				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
CNY	1	3					1	2	2	1			10
2022		1					1	2	1	1			6
Expedited Passenger Screening Program							1	2	1				3
Expedited Passenger Screening Program - TSA PreCheck								2	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
2023		2							1				3
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 - Missing Items - Checke			1										1
2024		1											1
Patdown		1											1
Patdown - Flyer		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	4			1	3	1	2	2	1	2	3	23
2022						2	1	2	2	1	2	3	10
Customer Service												1	1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1		2	1	1			5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck						1		2		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 Baggage												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1							1
Screening - Procedures/Process						1							1
2023	2	1				1						3	7
Customer Service												3	3
Customer Service - TSO												3	3
Expedited Passenger Screening Program	2					1							3
Expedited Passenger Screening Program	2					1							3
Patdown		1											1
Patdown - Flyer		1											1
2024	2	3			1								6
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1			1								4
Expedited Passenger Screening Program	2	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
COS	48	48	51	43	36	54	29	45	31	39	37	52	513
2022	7	18	14	12	14	21	19	24	11	17	17	27	201
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Business, Suggestions, and Ideas		1											1
Business, Suggestions, and Ideas - General		1											1
Civil Rights											2		2
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	2	2			1	1	5	1	1		2	16
Customer Service - Others	1												1
Customer Service - TSO		2	2			1	1	5	1	1		2	15
Expedited Passenger Screening Program	4	11	8	9	8	20	17	17	8	12	12	18	144
Expedited Passenger Screening Program - DoD		1			1	2			1		1		6
Expedited Passenger Screening Program - TSA Appl		2						3	1	2			8
Expedited Passenger Screening Program	4	8	7	9	7	18	17	14	6	10	11	18	129
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Identification (ID) Requirements		1		1									2
Identification (ID) Requirements - Domestic		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--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missi		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			1			1	4
Patdown - Flyer		1				1			1			1	4
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		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 Item	1									1			2
Screening	1	1	2	1	1		1	1	1	1	2	6	18
Screening - Inconsistency	1											3	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1	2	1	1		1	1	1	1	2	2	13
TWIC										1			1
TWIC - Status										1			1
2023	20	15	19	12	7	16	10	21	20	22	20	25	207
Civil Rights			1				1			1			3
Civil Rights - Age										1			1
Civil Rights - Transgender Screening			1				1						2
Customer Service	1		1			1	1	1		4	1	2	12
Customer Service - TSO	1		1			1	1	1		4	1	2	12
Expedited Passenger Screening Program	16	15	13	9	5	14	5	19	14	11	16	18	155
Expedited Passenger Screening Program - TSA Appl		2										1	3
Expedited Passenger Screening Program	16	13	13	9	5	14	5	19	14	11	15	17	151
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			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--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		2			3
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Patdown	1		1	1			1		3		1	1	9
Patdown - Children											1		1
Patdown - Flyer	1		1	1					2			1	6
Patdown - Flyer as Observer									1				1
Patdown - General													1
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1			1			2
Property - Special Handling				2						1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked			2										2
Screening	2		2		2	1	1		2	1	2	3	16
Screening - Inconsistency			2			1					1		4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2				1				2	1	1	3	10
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	21	15	18	19	15	17							105
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service			6	4		2							12
Customer Service - CSM						1							1
Customer Service - TSO			6	4		1							11
Expedited Passenger Screening Program	18	13	8	12	14	14							79
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program	18	13	8	12	14	11							76

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Categories	10-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 - General				1									1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown	1		3										4
Patdown - Children	1												1
Patdown - Flyer			3										3
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Mobility D	1		1										2
Property - Special Handling	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1	1								2
Screening - Procedures/Process				1	1								2

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	3	7	11	3	7	5	5	3	3	2	1	57
2022		3	3	7		5	3	2	2		1	1	27
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	2	2	2		1	1	22
Expedited Passenger Screening Program - TSA Appl		1				1					1		3
Expedited Passenger Screening Program - TSA PreC		1	1	6		4	2	2	2			1	19
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening							1						1
Screening - Procedures/Process							1						1
2023	5		3	4	1	2	2	3	1	3	1		25
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	5		3	1		2	2	1		1			15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4		3	1		2	2	1		1			14
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				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
2024	2		1		2								5
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	2	5	3	4	1	3	2	2		2	32
2022		1			1	2	1	1	1	1			8
Expedited Passenger Screening Program		1				2	1	1	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) - Internal Medical Devices							1						1
Screening									1				1
Screening - Procedures/Process									1				1
2023	1	2	1	3	2	1		2	1	1		2	16
Expedited Passenger Screening Program		2	1	2	2	1		2		1		1	12
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		2	1	2	2			2		1		1	11
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically		1											1
Screening									1				1
Screening - Procedures/Process									1				1
2024	3	1	1	2		1							8
Expedited Passenger Screening Program	3	1	1	1		1							7
Expedited Passenger Screening Program	3	1	1	1		1							7
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
CRP	11	14	8	18	10	13	9	10	8	12	10	13	136
2022	2	1	2	6	4	9	7	2	5	6	5	7	56
Civil Rights			1								1		2
Civil Rights - Race											1		1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		1					2	2					5
Customer Service - TSO		1					2	2					5
Expedited Passenger Screening Program	1		1	4	1	5	4		5	3	3	6	33
Expedited Passenger Screening Program - TSA Application Program				1	1	1	1						4
Expedited Passenger Screening Program	1		1	3		4	3		5	3	3	6	29
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--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Patdown					1	2					1		4
Patdown - Flyer					1	2					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling	1									2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked Baggage	1												1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening				2			1						3
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1									1
2023	4	7	4	5	4	2	2	8	3	6	5	6	56
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		3						1	2				6
Customer Service - TSO		3						1	2				6
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	4	6	42
Expedited Passenger Screening Program - TSA Application Program				4	2		2	7	1	6	4	5	1
Expedited Passenger Screening Program	3	4	3	4	2		2	7	1	6	4	5	41
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1				1								2
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
Screening				1		1					1		3
Screening - Inconsistency				1									1
Screening - Procedures/Process											1		1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	5	6	2	7	2	2							24
Expedited Passenger Screening Program	3	4	2	6	2	2							19
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	3	4	2	5	2	2							18
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	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
CRW	4	7	10	1	6	6	2	7	5	5	6	2	61
2022	1		2		4	1		2	4	2	2	1	19
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	1	3	5		2	4	2	5	1	3	4	1	31
Customer Service			2			1		1					4
Customer Service - TSO			2			1		1					4
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1		1	15
Expedited Passenger Screening Program	1	2	3		2	1	2	1	1	1		1	15
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								1				1	2
Property - Special Handling - Damaged Items - Carry-On								1				1	2
Screening		1				2				1	3		7
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1				1	2		4
2024	2	4	3	1		1							11
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1	2	3	1									7
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	2	3										6
Screening		2				1							3
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
CSG	8	4	6	9	6	5	3	3	4	4	5	3	60
2022	3	1		1	2	2	2	1	1	3		2	18
Expedited Passenger Screening Program	3	1		1	2	2	2	1	1	3			17
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1		1	2	2	2	1	1	3			16
Screening													1
Screening - Procedures/Process													1
2023	2	2	3	4	3	3	1	2	3	1	5	1	30
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Expedited Passenger Screening Program	2	2	3	2	3	3		2	2	1	4	1	25
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	2	3	1	3	3		1	2	1	4	1	23
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening				2					1				3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1					1				2
2024	3	1	3	4	1								12
Expedited Passenger Screening Program	3	1	3	3	1								11
Expedited Passenger Screening Program	3	1	3	3	1								11
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				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
CVG	200	141	170	141	143	186	97	150	131	142	108	109	1,718
2022	45	33	47	43	34	56	50	73	70	75	62	68	656
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline				1			1		1				3
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service				1			1						2
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening									1				1
Customer Service	7	1	2	2	1	3	1	5	1	3	4	2	32
Customer Service - Others	3												3
Customer Service - TSO	4	1	2	2	1	3	1	5	1	3	4	2	29
Expedited Passenger Screening Program	33	31	43	35	28	44	45	55	57	65	54	60	550
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD			1									1	2
Expedited Passenger Screening Program	2	3	5	1	1	1		5	8	2	4	4	36
Expedited Passenger Screening Program	31	26	37	34	27	43	45	50	49	63	50	55	510
Expedited Passenger Screening Program - TSA/DHS		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	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				1	1		1	1	5
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
Patdown									1			1	2
Patdown - Flyer									1			1	2
Persons w/ Disabilities (PWD)			1	1	1		1	2		2			8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes			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) - Metal Implants (Joint)										1			1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	3				2	3			2	2	1	2	15
Property - Special Handling - Damaged Items - Carry-On									1	1		1	3
Property - Special Handling - Damaged Items - Checked Bag	2				1				1			1	5
Property - Special Handling - Missing Items - Carry-On										1			3
Property - Special Handling - Missing Items - Checked Bag	1				1	1					1		4
Screening	2	1		1	2	5	1	6	4	3	2	2	29
Screening - Inconsistency						1						2	3
Screening - Lengthy Lines				1		1		3	1		1		7
Screening - Procedures/Process	2	1				3	1	3	3	3	1		17
Screening - Retrieving Abandoned/Confiscated Items						2							2
2023	73	59	71	63	62	75	47	77	61	67	46	41	742
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Flyer	1												1
Airline					1					1	1		3
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service					1						1		2
Business, Suggestions, and Ideas								1					1
Business, Suggestions, and Ideas - General								1					1
Civil Rights							1						1
Civil Rights - Race							1						1
Claims			1										1
Claims - General			1										1
Customer Service	2	6		5	2	1	1	4	2	6	3	2	34
Customer Service - Others		2		1									3
Customer Service - TCC					1								1
Customer Service - TSO	2	4		4	1	1	1	4	2	6	3	2	30
Expedited Passenger Screening Program	64	46	60	53	50	66	40	64	49	49	35	30	606
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program	1		1								2		4
Expedited Passenger Screening Program	1	5	1	1	3			1	1		1	1	15
Expedited Passenger Screening Program	62	41	56	51	47	66	40	63	47	49	32	29	583
Expedited Passenger Screening Program - TSA/DHS Employees			2	1									3
Locks				1	2	1	1						6
Locks - Missing or Damaged Lock				1	2	1	1						6
Mishandling of Passenger Property	1	1	2	1		1	1	1	1			1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1	2				1					1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1		1	1				4
No Jurisdiction				1						1			2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other									1				1
Patdown		1						1	3			1	6
Patdown - Flyer		1						1	3			1	6
Persons w/ Disabilities (PWD)	2							1	5	2	1	2	13
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
Persons w/ Disabilities (PWD) - 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
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	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility [2								1				3
Persons w/ Disabilities (PWD) - Visual Impairment									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				2
Property - Special Handling - Missing Items - Checke		1											1
Screening	3	4	8	2	7	5	3	4	3	5	6	4	54
Screening - Crew Member or Airline Employee				1				1					2
Screening - Inconsistency		1	1		1	1	1	1		1			7
Screening - Lengthy Lines	1		1			1		1	2			2	8
Screening - Procedures/Process	2	3	6	1	6	3	2	1	1	4	5	2	36
Screening - Retrieving Abandoned/Confiscated Items											1		1
2024	82	49	52	35	47	55							320
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	5	3		1	2	2							13
Customer Service - CSM				1									1
Customer Service - TSO	5	3			2	2							12
Expedited Passenger Screening Program	71	36	47	28	35	41							258
Expedited Passenger Screening Program - Children l		1											1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	1	5	3	1								11
Expedited Passenger Screening Program	70	33	42	25	34	41							245
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		3		2	1	5							11
Mishandling of Passenger Property - Damaged/Missii		1		1	1	3							6
Mishandling of Passenger Property - Damaged/Missii		2		1		2							5
No Jurisdiction			1		2	1							4
No Jurisdiction - No Referral			1		1	1							3
No Jurisdiction - Refer to CBP					1								1
Patdown	1		1	1		1							4
Patdown - Flyer	1		1	1		1							4
Persons w/ Disabilities (PWD)					4	2							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	2							3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling		2				1							3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1											1
Screening	4	5	3	1	3	1							17
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	2	2			1								5
Screening - Procedures/Process	1	2	3	1	1	1							9
Screening - Retrieving Abandoned/Confiscated Items						1							1
SIDA (Security Identification Display Area)				1									1
SIDA (Security Identification Display Area) - 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
CVN	1	1	1	1		1				1			6
2022						1				1			2
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
2023	1	1											2
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
2024				1	1								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
CWA	5	7	2	3	5	4	1	3	4	1		2	37
2022	2	3	1	2	2	1	1	2	3	1		1	19
Customer Service								2					2
Customer Service - TSO								2					2
Expedited Passenger Screening Program	2	1	1	2	2	1	1		2	1			13
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	2	1	1	2	2	1	1		1	1			12
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening		2											1
Screening - Inconsistency													1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1										1
2023	1	3	1		3	2		1	1			1	13
Expedited Passenger Screening Program		2			3	1		1	1				8
Expedited Passenger Screening Program - TSA PreC		2			3	1		1	1				8
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
2024	2	1		1		1							5
Expedited Passenger Screening Program	1	1		1		1							4
Expedited Passenger Screening Program	1	1		1		1							4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
CYS	3	2	1		1			2		1		2	12
2022								2		1		1	4
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
2023	3	1	1		1							1	7
Expedited Passenger Screening Program	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3
Mishandling of Passenger Property												1	3
Mishandling of Passenger Property - Dam	2											1	3
Screening			1										1
Screening - Procedures/Process			1										1
2024		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
DAB	14	15	7	12	15	11	10	16	18	11	8	7	144
2022	4	8	3	2	6	3	3	6	7	3	5	5	55
Civil Rights					1								2
Civil Rights - Race													1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	2	6	3	1	5	3	3	4	6	2	3	4	42
Expedited Passenger Screening Program - DoD									1		1		2
Expedited Passenger Screening Program - TSA Appl		2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3	3	4	5	2	2	4	37
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) - Prosthesis/Amputees		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	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening								2					2
Screening - Procedures/Process								2					2
2023	4	3	2	7	4	6	7	10	11	8	3	2	67
Civil Rights						1	1	1					3
Civil Rights - Headwear						1							1
Civil Rights - Race							1	1					2
Customer Service	1							1	1				3
Customer Service - TSO	1							1	1				3
Expedited Passenger Screening Program	2	2	2	6	1	3	6	7	8	7	2	1	47
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		2	2	6	1	3	6	7	8	7	2	1	45
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown						1				1	1		3
Patdown - Flyer						1				1			2
Patdown - Flyer as Observer											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	1												1
Screening		1		1	2	1		1	1				7
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1			2			1	1				5
2024	6	4	2	3	5	2			1	1			22
Expedited Passenger Screening Program	5	4	2	1	5	1							18
Expedited Passenger Screening Program	5	4	2	1	5	1							18
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Prosthesis	1												1
Screening				1		1							2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	185	177	141	128	135	151	112	141	116	120	117	133	1,656
2022	25	53	36	28	34	37	58	60	46	49	58	65	549
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		3		1		1							5
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service		2		1		1							4
Civil Rights							1	2	3			1	7
Civil Rights - Age									1				1
Civil Rights - National Origin									1				1
Civil Rights - Race							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
Customer Service	3	10	3	2	3	3	6	3	3	5	3	7	51
Customer Service - TSO	3	10	3	2	3	3	6	3	3	5	3	7	51
Expedited Passenger Screening Program	17	33	28	19	27	28	40	43	28	36	45	46	390
Expedited Passenger Screening Program - DoD			1			1						1	3
Expedited Passenger Screening Program	1		1	1	3	3	1	1	3	2	1	2	19
Expedited Passenger Screening Program	15	33	26	18	24	24	39	42	25	34	44	43	367
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks	1					1			1				3
Locks - Missing or Damaged Lock	1					1			1				3
Lost and Found					1			2	1			1	5
Lost and Found - Airport/TSA					1			2	1			1	5
Mishandling of Passenger Property		2						2	1	2		4	11
Mishandling of Passenger Property - Damaged/Missii		1						1	1	2		2	7
Mishandling of Passenger Property - Damaged/Missii		1						1				2	4
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					2	1	1	1	8
Patdown - Flyer		1	1						2	1	1	1	7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		2			1	4	1	1	1		1	12
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	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) - Prosthesis/Amputees and Casts			1			1							2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									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		4	2	1	3	3	22
Property - Special Handling - Damaged It	1	1	2		1	1		1	1	1	2		11
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Item	1			1				1			1		4
Property - Special Handling - Missing Item	1							2				3	6
Screening		1		4	2	2	6	3	3	3	5		29
Screening - Inconsistency							3		1		1		5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1		3	2	2	3	3	2	3	2		21
Screening - Retrieving Abandoned/Confiscated Items											2		2
2023	66	68	59	44	56	56	54	81	70	71	59	68	752
Additional Information Required/Insufficient Information					1				1				2
Additional Information Required/Insufficient Information - EMAIL ONLY					1				1				2
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		1	1	1		1	1	1	1	4	1	2	14
Civil Rights - Race		1		1		1		1	1	2		1	8
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1		2			1	5
Claims	1												1
Claims - General	1												1
Customer Service	4	10	4	2		4	4	1	4	2	2	4	41
Customer Service - TSO	4	10	4	2		4	4	1	4	2	2	4	41
Expedited Passenger Screening Program	46	49	43	33	42	42	40	58	44	48	37	47	529
Expedited Passenger Screening Program - DoD								1		1		1	3
Expedited Passenger Screening Program	2	2		1	4			2	3	2		1	17
Expedited Passenger Screening Program	44	47	43	32	38	42	40	55	41	44	37	45	508
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		2	4	2	3	1	3	6	3	2	3		29
Mishandling of Passenger Property - Damaged/Missii		1	1	2	2	1		3		2	2		14
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1		3	2	3				12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Item		1						1					2
No Jurisdiction						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
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to CBP							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	4	2	1	1		1	3	6	6	1	1	2	28
Patdown - Children	1												1
Patdown - Flyer	3	2	1	1			3	6	6	1	1	2	26
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	1	1	2	3	2	1		2	1	4	2	21
Persons w/ Disabilities (PWD) - Autism Spectrum				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		1		1	2				1		2	1	8
Persons w/ Disabilities (PWD) - Metal Imp	1					1					1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	1		1		1		5
Property - Special Handling	2	1		1	2	1			5	3	1	2	18
Property - Special Handling - Damaged It	1							2	1		1		5
Property - Special Handling - Damaged Items - Checked					1			1	1				3
Property - Special Handling - Missing Items - Carry-On				1	1			1				2	5
Property - Special Handling - Missing Item	1	1				1		1	1				5
Screening	6	2	3	2	5	3	1	4	5	12	10	9	62
Screening - Inconsistency			2	1	2			1	1	3	1	2	13
Screening - Lengthy Lines	1												4
Screening - Military												1	1
Screening - Procedures/Process	5	2	1		3	3	1	3	4	7	7	6	42
Screening - Retrieving Abandoned/Confiscated Items				1						1			2
2024	94	56	46	56	45	58							355
Civil Rights	1			1	2	2							6
Civil Rights - National Origin						1							1
Civil Rights - Race				1	2	1							4
Civil Rights - Sexual Orientation - Not Tra	1												1
Customer Service	6	5	2	7	3	8							31
Customer Service - TSO	6	5	2	7	3	8							31
Expedited Passenger Screening Program	71	40	40	38	25	41							255
Expedited Passenger Screening Program	3		2	2									7
Expedited Passenger Screening Program	68	40	37	36	25	41							247
Expedited Passenger Screening Program - TSA/DHS Employee			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	4			1	4	1							10
Mishandling of Passenger Property - Dam	1			1	1	1							4
Mishandling of Passenger Property - Dam	3				3								6
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	4	3		3	3	2							15
Patdown - Children				1		1							2
Patdown - Flyer	3	2		2	2	1							10
Patdown - Flyer as Observer	1	1			1								3
Persons w/ Disabilities (PWD)		1		1	2	1							5
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Medical Devices - At		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	2	1	1	1	2								7
Property - Special Handling - Damaged It	1	1	1		1								4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	5	5	3	3	4	2							22
Screening - Inconsistency	1	1	1	1	2								6
Screening - Procedures/Process	4	4	2	2	2	2							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
DAY	31	19	16	21	24	26	13	19	16	15	18	18	236
2022	9	8	4	6	7	7	9	10	9	5	14	7	95
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service		2			1		2		1				6
Customer Service - TSO		2			1		2		1				6
Expedited Passenger Screening Program	5	4	2	5	5	6	5	9	8	5	11	5	70
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program				1	2								3
Expedited Passenger Screening Program	5	3	2	4	3	6	5	9	8	5	11	5	66
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
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
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling	3	1									1		5
Property - Special Handling - Damaged Items	1	1									1		3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening				1	1		1	1			1	1	6
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1		1				1	1	5
2023	12	4	9	11	9	6	4	9	7	10	4	11	96
Civil Rights	1									1			2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1			1	1					2		4	9
Customer Service - TSO	1			1	1					2		4	9
Expedited Passenger Screening Program	9	2	9	10	7	5	4	8	7	4	2	5	72
Expedited Passenger Screening Program - DoD			1							1			2
Expedited Passenger Screening Program	9	2	8	10	7	5	4	8	7	3	2	5	70
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property		1				1				1		1	4
Mishandling of Passenger Property - Damaged/Missing Items		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			2
Property - Special Handling - Damaged Items - Checked					1					1			2
Screening	1	1						1		1	2		6
Screening - Inconsistency		1								1			2
Screening - Procedures/Process	1							1			2		4
2024	10	7	3	4	8	13							45
Civil Rights	1		1										2
Civil Rights - Not Specified			1										1
Civil Rights - Sexual Orientation - Not Transgender	1												1
Customer Service			1	1	2	2							6
Customer Service - TSO			1	1	2	2							6
Expedited Passenger Screening Program	6	5		3	6	7							27
Expedited Passenger Screening Program	6	5		3	6	7							27
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missing Items		1				1							2
Ombudsman						1							1
Ombudsman - General						1							1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	2												2
Screening		1				2							3
Screening - Crew Member or Airline Employee		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
DBQ			2	1		4		1		1			9
2022			2	1		1				1			5
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA PreC			1			1							2
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
2023						2		1					3
Customer Service						2							2
Customer Service - Others						2							2
Screening								1					1
Screening - Inconsistency								1					1
2024						1							1
Customer Service						1							1
Customer Service - TSO						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	480	451	476	315	367	516	398	344	349	352	344	371	4,763
2022	93	123	109	66	111	158	203	170	189	193	200	166	1,781
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - EMAIL		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	5	2		2	1			2		2		1	15
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - National Origin	1												1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or Discrimination	4	2		1	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1			2
Claims							1						1
Claims - Status							1						1
Customer Service	13	13	9	7	14	13	13	13	22	18	11	11	157
Customer Service - CSM						1							1
Customer Service - Others				1		1				1			3
Customer Service - TSO	13	13	9	6	14	11	13	13	22	17	11	11	153
Expedited Passenger Screening Program	59	83	82	45	82	124	162	134	150	149	162	141	1,373
Expedited Passenger Screening Program - Active Duty Military									1		1		2
Expedited Passenger Screening Program - Airline	3	6	6	1		6	2	1	6	1	3	2	37
Expedited Passenger Screening Program - Airport	4	6	5	2	1	2	6	4	6	10	6	3	55
Expedited Passenger Screening Program - Airport/TSA	50	69	67	40	79	111	149	127	136	134	151	136	1,249
Expedited Passenger Screening Program - Other	2	2	4	2	2	5	5	2	1	4	1		30
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic			1										1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks			2			1				1			4
Locks - Missing or Damaged Lock			2			1				1			4
Lost and Found		1				2	1			1			5
Lost and Found - Airport/TSA		1				2	1			1			5
Mishandling of Passenger Property		3	1			1	2	3	1		6	2	19
Mishandling of Passenger Property - Damaged/Missing		3					1	1			4		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	1			1	1	2	1		2	2	10
No Jurisdiction	1		2			1							4
No Jurisdiction - Refer to Other	1		2			1							4
Patdown		3	2		1	2	2	1	1	2	4	2	20
Patdown - Flyer		3	2		1	1	1	1	1	2	4	2	18
Patdown - Flyer as Observer					1	1							2
Persons w/ Disabilities (PWD)	3	3			2	4	6	4		3	6		31
Persons w/ Disabilities (PWD) - Autism Spectrum							1				1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						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) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Conditions	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) - Mobility Disability (Non-ambulatory)		1				1	1	1		1			5
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment								2		1			3
Persons w/ Disabilities (PWD) - Wheelchair	1	1				1	1			1	2		7
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Arms	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	6	5	2	7	4	2	4	3	5	5	3	3	49
Property - Special Handling - Damaged Items	3	3		3	1	1		1	2	4	1	2	21
Property - Special Handling - Damaged Items - Checked		2	2	2	2		2		1				11
Property - Special Handling - Missing Items	2				1	1	1	2	1	1	2	1	12
Property - Special Handling - Missing Items - Checked	1			2			1		1				5
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
Screening	5	7	7	4	5	7	10	10	10	12	8	5	90
Screening - Crew Member or Airline Employee										1	1		2
Screening - Inconsistency		1		1	1		4	1		4	1	1	14
Screening - Lengthy Lines		1		1	1			1	1	1			6
Screening - Military							1	1					2
Screening - Procedures/Process	5	5	7	2	3	7	5	7	9	6	5	4	65
Screening - Retrieving Abandoned/Confiscated Items											1		1
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2023	189	175	189	137	143	204	195	174	160	159	144	205	2,074
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3	1	1	1		3	4	5	1	5	1		25
Civil Rights - Age						1	1	1		1			4
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin								1					1
Civil Rights - Profiling								1					1
Civil Rights - Race	3	1					2	1	1	3	1		12
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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 - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening						1							1
Customer Service	7	10	12	7	8	8	13	16	13	19	11	15	139
Customer Service - Others							1	2					3
Customer Service - TSO	7	10	12	7	8	8	12	14	13	19	11	15	136
Expedited Passenger Screening Program	161	147	160	117	119	162	153	132	133	116	101	158	1,659
Expedited Passenger Screening Program - Active Du		1	1	2									4
Expedited Passenger Screening Program	1	5	1		1	2	3	3	1	4		1	22
Expedited Passenger Screening Program	3	1	9	1	2	3	5		2			3	29
Expedited Passenger Screening Program	157	137	149	114	115	156	145	129	130	112	100	154	1,598
Expedited Passenger Screening Program - TSA/DHS		3			1	1					1		6
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
Locks	1						1	1			1		4
Locks - Missing or Damaged Lock	1						1	1			1		4
Lost and Found		2										1	3
Lost and Found - Airport/TSA		2										1	3
Mishandling of Passenger Property	4	3	1			2	2	3	1	4	6	2	28
Mishandling of Passenger Property - Dam	1		1			1	2	2		3	4	2	16
Mishandling of Passenger Property - Dam	1	1				1		1	1	1	2		8
Mishandling of Passenger Property - Disa	2	2											4
No Jurisdiction	1						2						3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP							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	3	2	3	1	7	4	1	2	2	3	2	32
Patdown - Flyer	2	3	2	3	1	7	3	1	2	2	3	2	31
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1	1	4		2	2	5	2	2	1	2	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum							1					1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			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) - General					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 Disability (N		1	1				1						3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		2		1	1	2		1		2		10
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items							1						1
Property - Special Handling	1		3	2	4	6	3			4	1	5	29
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			2		3	9
Property - Special Handling - Damaged Items - Checked						1	2						3
Property - Special Handling - Missing Item	1		2		2	1				1	1	1	9
Property - Special Handling - Missing Items - Checked				1	2	3				1		1	8
Request for Assistance					1						1		2
Request for Assistance - Other					1						1		2
Screening	7	8	4	7	8	13	8	13	7	8	17	17	117
Screening - Children	1												1
Screening - Crew Member or Airline Employee		1		1		1						1	4
Screening - Inconsistency			1		2	1	1	3	2	1	3	1	15
Screening - Lengthy Lines	1			1		2	2	1			3	3	13
Screening - Procedures/Process	5	6	3	5	5	9	4	9	5	7	11	12	81
Screening - Retrieving Abandoned/Confiscated Items		1			1		1						3
2024	198	153	178	112	113	154							908
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline		2											2
Airline - Policy/Regulations/Service		2											2
Civil Rights	1	4	2	2		3							12
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified						1							1
Civil Rights - Race		1				1							2
Civil Rights - Sex/Gender/Gender Identity	1	3	1										5
Civil Rights - Transgender Screening			1										1
Customer Service	11	25	25	13	7	19							100
Customer Service - Others				2	1								3
Customer Service - TSO	11	25	25	11	6	19							97
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	167	105	140	84	93	119							708
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2		3		1								6
Expedited Passenger Screening Program	3	4	7		2	1							17
Expedited Passenger Screening Program	160	101	130	83	90	117							681
Expedited Passenger Screening Program	1			1		1							3
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks			1		1								2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - General			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	3	1	1		3	3							11
Mishandling of Passenger Property - Dam	2		1			1							4
Mishandling of Passenger Property - Dam	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
No Jurisdiction	1	1			1								3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other					1								1
Patdown		1	2		1	1							5
Patdown - Children						1							1
Patdown - Flyer		1	2		1								4
Persons w/ Disabilities (PWD)	1	1		2	2	2							8
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) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Wheelcha	1			1			1						3
Property - Special Handling	3	2	2	3	1	3							14
Property - Special Handling - Damaged It	2			1	1	1							5
Property - Special Handling - Damaged Items - Checked			1	1									3
Property - Special Handling - Missing Items - Carry-On			1	1									2
Property - Special Handling - Missing Item	1	2											4
Screening	11	11	4	7	2	3							38
Screening - Inconsistency	1	1		1									3
Screening - Lengthy Lines	1	3			1								5
Screening - Procedures/Process	9	6	4	6	1	3							29
Screening - Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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					1	4
2022			1			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
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	1	1		1		2	4	13
2022				1	1				1		1		4
Expedited Passenger Screening Program				1	1				1		1		3
Expedited Passenger Screening Program - TSA PreCheck				1					1		1		3
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023			1			1					1	4	7
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program							1						2
Expedited Passenger Screening Program - TSA PreCheck							1						2
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
2024				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
DEN	1,176	998	920	759	935	1,175	840	884	813	902	828	873	11,103
2022	234	247	230	149	242	434	440	405	381	394	406	443	4,005
Additional Information Required/Insufficient Information				1		1						1	3
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1						1	3
Advanced Imaging Technology (AIT)						1		1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Airline	1		1	2	1		1		1		3		10
Airline - Lost Baggage							1				2		3
Airline - Policy/Regulations/Service	1		1	2	1				1		1		7
Animals							1						1
Animals - Carry-On							1						1
Civil Rights	4	3	5	3	3	8	1	5	4	29	6	3	74
Civil Rights - Constitutional Rights						1		1	1				3
Civil Rights - Hair Patdowns						1							1
Civil Rights - Headwear		1	1										2
Civil Rights - National Origin							1	1					2
Civil Rights - Race						2		4	1	3	6	3	19
Civil Rights - Racial Profiling or Discrimination	3	1	3	1	2								10
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	1		1	1		3				5			12
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1				1				21			23
Claims		3		1					1				5
Claims - General		3							1				4
Claims - Status				1									1
Customer Service	41	26	26	16	22	19	23	21	34	23	30	25	306
Customer Service - CSM	1												1
Customer Service - Others	1		1									1	3
Customer Service - TSO	39	26	25	16	22	19	23	21	34	23	30	24	302
Expedited Passenger Screening Program	122	160	163	93	183	361	364	312	289	291	314	354	3,006
Expedited Passenger Screening Program - Active Duty Military			1			1		1					3
Expedited Passenger Screening Program - Airline	1	1	3		3	4	3	4	1	2	2		24
Expedited Passenger Screening Program - Airport	10	23	15	5	13	13	10	11	7	7	14	12	140
Expedited Passenger Screening Program - TSA/DHS	111	135	142	88	166	343	351	291	281	281	297	341	2,827
Expedited Passenger Screening Program - TSA/DHS		1	2		1			5		1	1	1	12
Federal Flight Deck Officer (FFDO) Program		1											1
Federal Flight Deck Officer (FFDO) Program - General		1											1
Locks		1					1		1	2	1	2	8
Locks - General							1						1
Locks - Missing or Damaged Lock		1							1	2	1	2	7
Lost and Found		1		2				1	1		1	1	7
Lost and Found - Airport/TSA		1		2				1	1		1	1	7
Mishandling of Passenger Property	1	2	3	4	4	7	5	9	7	9	7	7	58
Mishandling of Passenger Property - Damaged	1		2	1		1	3	2	3	4	4	4	21
Mishandling of Passenger Property - Damaged/Missing	1	1	1	1	3	6	2	4	3	5	2	2	28
Mishandling of Passenger Property - Disarrayed Item	1		2	1		3		3	1			1	9
No Jurisdiction	2	1		1	1		1	3		1			10
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1									1			2
No Jurisdiction - Refer to Other	1	1		1	1		1	1					6
No Subject		1											1
No Subject - General		1											1
Patdown	3	3	2		5	5	8	6	3	5	8	8	56
Patdown - Children					1		1						2
Patdown - Flyer	3	3	2		3	5	7	6	3	4	7	8	51
Patdown - Flyer as Observer					1					1	1		3
Persons w/ Disabilities (PWD)	5	8	4	4	7	4	6	7	10	3	1	6	65
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1				1							2
Persons w/ Disabilities (PWD) - Diabetes	1											1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General		1				1		1	2				5
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									2	1			3
Persons w/ Disabilities (PWD) - Medically	3		2		1		1	5	3	1	1		17
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		2		1		1	2					1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2	2		1	1	1			7
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				3
Persons w/ Disabilities (PWD) - Wheelchair	1		1	2			2					2	8
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	19	8	8	7	5	13	5	9	6	6	11	6	103
Property - Special Handling - Damaged Item	8	3	4	2	3	3	1	4	4	4	6	2	44
Property - Special Handling - Damaged Item - Flyer	3	1	2	1	1	4	1	1		1	1		16
Property - Special Handling - Missing Item	3			3		5	1	1	2		1	2	18
Property - Special Handling - Missing Item - Flyer	5	4	2	1	1	2	3			1	3	2	25
Screening	34	29	17	14	11	22	22	35	21	27	22	30	284
Screening - Children							1	1	1		1		4
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	5	2	2	1	1	3	2	5	2	5	1	7	36

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening						1							1
Screening - Lengthy Lines	8	2	1	1	3	5	6	10	6	4	3	8	57
Screening - Military			1										1
Screening - Procedures/Process	20	24	13	12	7	12	11	17	12	16	14	13	171
Screening - Retrieving Abandoned/Confis	1					1	2	2		2	3	2	13
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2023	455	416	394	370	381	441	400	479	432	508	422	430	5,128
Additional Information Required/Insufficient Information		1		2	3				1				7
Additional Information Required/Insufficient Informatic		1		2	3				1				7
Airline	1		2			1		2		1		1	8
Airline - Lost Baggage			1			1							2
Airline - Policy/Regulations/Service	1		1					2		1		1	6
Civil Rights	2	2	2	4	6	6	9	7	4	8	2	4	56
Civil Rights - Age	1					1			2	1		2	7
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Headwear						1							1
Civil Rights - National Origin				1	1		1			1	1		5
Civil Rights - Not Specified					1		1			1			3
Civil Rights - Profiling							2	1					3
Civil Rights - Race		1	1	1	3	2	4	3		3	1	2	21
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity	1	1				1		2	2				7
Civil Rights - Sexual Orientation - Not Transgender			1				1			1			3
Civil Rights - Transgender Screening				2		1		1					4
Claims	1		1					2					4
Claims - Status	1		1					2					4
Customer Service	38	22	25	20	19	27	30	41	32	43	35	30	362
Customer Service - CSM							1						1
Customer Service - Others						1	2			1	2		6
Customer Service - TCC										1			1
Customer Service - TSO	38	22	25	20	19	26	27	41	32	41	33	30	354
DHS TRIP								2					2
DHS TRIP - General								2					2
Expedited Passenger Screening Program	329	340	312	283	277	324	287	332	296	313	282	303	3,678
Expedited Passenger Screening Program - Active Duty Military			2				1	1					4
Expedited Passenger Screening Program	1	2		2		1	1	4	3	3	1		18
Expedited Passenger Screening Program	12	12	13	9	10	11	6	5	3	6	4	4	95
Expedited Passenger Screening Program	316	325	297	272	267	311	279	322	290	304	277	299	3,559
Expedited Passenger Screening Program - TSA/DHS		1				1							2
Hazardous Materials Safety			1			1							2
Hazardous Materials Safety - General			1			1							2
Intranet/Internet Inquiries						1						1	2
Intranet/Internet Inquiries - General						1						1	2
Locks		1		1	2	1	2		1	3	1	1	13
Locks - Missing or Damaged Lock		1		1	2	1	2		1	3	1	1	13
Lost and Found	1			1				1			1		4
Lost and Found - Airport/TSA	1			1				1			1		4
Mishandling of Passenger Property	7	2	3	2	11	4	10	4	13	8	19	9	92
Mishandling of Passenger Property - Dam	4		2		5		6	2	8	6	10	6	49
Mishandling of Passenger Property - Dam	2	1	1	2	5	4	4	2	5	2	8	3	39
Mishandling of Passenger Property - Disa	1	1		1							1		4
No Jurisdiction	1	1	1	4		3	1	2	2	1		3	19
No Jurisdiction - No Referral	1		1	1		1						2	6
No Jurisdiction - Refer to CBP				1				1	1				3
No Jurisdiction - Refer to Other		1		2		2	1	1	1	1		1	10
Ombudsman										1			1
Ombudsman - General										1			1
Patdown	11	7	3	9	5	1	4	7	3	13	8	3	74
Patdown - Children	1	1	1				2	1		1	1		8
Patdown - Flyer	9	5	2	8	4	1	2	5	2	9	6	3	56
Patdown - Flyer as Observer	1	1		1			1	1	1	3	1		9
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	2	4	6	8	5	6	10	17	13	10	6	88
Persons w/ Disabilities (PWD) - Assistive Technology									1				1
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			1		3	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General		1	1	1					1	2			6
Persons w/ Disabilities (PWD) - Hearing Impairment					1				1			1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1		1			1		4
Persons w/ Disabilities (PWD) - Medically	1			1	1			1	2	4	3	1	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2	1		3	1			7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2			1	2	2		1	1	1	10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					1	1	1		4
Persons w/ Disabilities (PWD) - Service Animals				1	1			1	1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1	1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2		1	4	3	2			13
Property - Special Handling	11	7	8	8	12	11	8	6	3	7	11	5	97
Property - Special Handling - Damaged It	4	4	1	2	4	2	3		1	4	3	1	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
Property - Special Handling - Damaged Item	2				1	2	1	1			1		8
Property - Special Handling - Missing Item	4	2	6	5	2	4	3	3	1	2	5	2	39
Property - Special Handling - Missing Item	1	1	1	1	5	3	1	2	1	1	2	2	21
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	52	31	32	30	38	56	43	63	59	96	53	64	617
Screening - Crew Member or Airline Employee	1	1	4	1		2	1		1		1		12
Screening - Gate Pass								1					1
Screening - Inconsistency	12	10	4	6	1	2	3	10	13	12	7	3	83
Screening - Lengthy Lines	12	5	3	3	12	11	12	20	20	24	7	20	149
Screening - Opposite Gender												2	2
Screening - Procedures/Process	27	15	20	17	24	38	26	30	22	58	38	39	354
Screening - Rail										1			1
Screening - Retrieving Abandoned/Confiscated Items			1	3	1	3	1	1	3	1			14
Screening - Security Breach								1					1
2024	487	335	296	240	312	300							1,970
Additional Information Required/Insufficient Information	3	3											6
Additional Information Required/Insufficient Information	3	3											6
Airline			1		1								2
Airline - Policy/Regulations/Service			1		1								2
Civil Rights	1	3	2	3	2	3							14
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin				1									1
Civil Rights - Race	1	2	2	1	1	2							9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1		1							3
Claims													1
Claims - Status						1							1
Customer Service	42	29	36	30	36	28							201
Customer Service - Others				1									1
Customer Service - TCC	1				1								2
Customer Service - TSO	41	29	36	29	35	28							198
Expedited Passenger Screening Program	375	246	219	176	212	217							1,445
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	9	7	7	3	7	7							40
Expedited Passenger Screening Program	364	238	212	173	205	210							1,402
Expedited Passenger Screening Program	1	1											2
Locks	2	1			1								4
Locks - Missing or Damaged Lock	2	1			1								4
Lost and Found	2		2	1									5
Lost and Found - Airport/TSA	2		2	1									5
Mishandling of Passenger Property	6	6	8	3	8	8							39
Mishandling of Passenger Property - Damaged Item	2	4	3	1	6	3							19
Mishandling of Passenger Property - Damaged Item	4	1	3	1	2	4							15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Item				1									1
Mishandling of Passenger Property - Disarrayed Item		1	2			1							4
No Jurisdiction	1		3	2	8	2							16
No Jurisdiction - No Referral				2	4	1							7
No Jurisdiction - Refer to CBP	1		3			1							5
No Jurisdiction - Refer to Other						4							4
No Subject			1	1									2
No Subject - General			1	1									2
Patdown	3	3	6	3	3	4							22
Patdown - Children	1	1	1	1	1	2							5
Patdown - Flyer	2	2	6	2	2	2							16
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	4	3	2	2	5	11							27
Persons w/ Disabilities (PWD) - Autism Spectrum				2		1							3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	2						3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1							2
Persons w/ Disabilities (PWD) - Internal Medical Device		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						2							2
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)			2		1	1							4
Persons w/ Disabilities (PWD) - Prostheses	2												2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1	1											2
Property - Special Handling	7	5	2	3	3	2							22
Property - Special Handling - Damaged Item	3	1	1	2	2								9
Property - Special Handling - Damaged Item	1				1	1							3
Property - Special Handling - Missing Item	1	2	1			1							5
Property - Special Handling - Missing Item	2	2		1									5
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	41	36	13	16	33	23							162
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	5	2	2	2	1	4							16
Screening - International Screening		1											1
Screening - Lengthy Lines	2	10	1	6	21	7							47
Screening - Procedures/Process	33	23	8	8	9	11							92
Screening - Retrieving Abandoned/Confiscated Items	1		2		1	1							5
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - General			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	709	727	702	628	641	860	546	593	579	493	514	544	7,536
2022	131	194	187	134	166	241	228	276	261	230	233	280	2,561
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline	1	1	1			3	1		1	2	2	1	13
Airline - Lost Baggage							1				1		2
Airline - Policy/Regulations/Service	1	1	1			3			1	2	1	1	11
Civil Rights	7	8	5	3	4	2	3	5		3	3	2	45
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear			1										1
Civil Rights - Not Specified						1							1
Civil Rights - Profiling							1						1
Civil Rights - Race							1	5		2	2	2	14
Civil Rights - Racial Profiling or Discrimination	7	7	2	2	1								19
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	1	1			1			6
Claims			1		2								3
Claims - Status			1		2								3
Customer Service	27	35	29	16	24	32	29	35	34	44	27	29	361
Customer Service - CSM		1											1
Customer Service - Others										2		1	3
Customer Service - TSO	27	34	29	16	24	32	29	35	34	42	27	28	357
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	63	116	108	93	113	163	160	192	187	144	165	214	1,718
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1				2		1	1			1	6
Expedited Passenger Screening Program - TSA/DHS	4	10	4	6	5	5	4	10	8	4	10	5	75
Expedited Passenger Screening Program - TSA/DHS	59	104	102	87	108	156	156	180	177	138	155	208	1,630
Expedited Passenger Screening Program - TSA/DHS		1	2					1		2			6
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							2
Locks	1	2	2		2		2		2			1	12
Locks - Missing or Damaged Lock	1	2	2		2		2		2			1	12
Lost and Found	1		2					2	1				6
Lost and Found - Airport/TSA	1		2					2	1				6
Mishandling of Passenger Property	1	2	3		3		5	6	2	4	4	3	33
Mishandling of Passenger Property - Damaged/Missing Items		1					1	1	1	2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items-Carriers			2		2		3	5	1		2	1	16
Mishandling of Passenger Property - Damaged/Missing Items-Carriers	1	1	1		1		1			2		1	8
No Jurisdiction	2	2	2	1		2	1	1	1		1		13
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1	1				1	1	1	1				6
No Jurisdiction - Refer to Other		1	2	1		1					1		6
Patdown	1	1				3	2	6	4	1	4	6	28
Patdown - Children									1				1
Patdown - Flyer	1					3	2	6	3	1	4	6	26
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	4	7	3	4	5	1	4	5	5	2	2	48
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive Disabilities	1									1		2	4
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			2										2
Persons w/ Disabilities (PWD) - General	1	1				1					1		4
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		2	1			1		1	2	1	1		9
Persons w/ Disabilities (PWD) - Metal Implants	1		1		1								3
Persons w/ Disabilities (PWD) - Mobility Devices	2		1	1	1		1	1					7
Persons w/ Disabilities (PWD) - Prostheses	1	1			1				1	1			5
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		1	1				4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Alcohol and Beverages	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Property - Special Handling	9	8	8	8	5	10	8	12	10	18	15	6	117
Property - Special Handling - Damaged Items	2	5	5	3	2	2	5	4	4	9	2	2	45
Property - Special Handling - Damaged Items - Checked	3	2		1	2	4		5	2	4	2	2	27
Property - Special Handling - Missing Items	4		1	2	1	1	3	3	3	3	8	1	30
Property - Special Handling - Missing Items - Checked		1	2	2		3			1	2	3	1	15
Screening	11	11	16	10	9	19	16	13	14	9	10	15	153
Screening - Crew Member or Airline Employee	1									1			2
Screening - Inconsistency	3	1	2	2	2	3	3	4	1	2	1	3	27
Screening - Lengthy Lines	1	1	2		1	1	4	3	1	1	2	1	18
Screening - Procedures/Process	6	9	11	8	5	15	8	6	10	5	6	11	100
Screening - Retrieving Abandoned/Confiscated Items			1		1		1		2				5
Screening - Shoe Screening											1		1
TWIC		1											1
TWIC - General		1											1
2023	289	265	252	259	249	357	318	317	318	263	281	264	3,432

TSA Contact Center Traveler Complaints Report

Categories	10-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	3			1	3					1	3		11
Additional Information Required/Insufficient Information - General	3			1	3					1	3		11
Airline	2	1		1		1	1		1	2	1	1	11
Airline - Lost Baggage	1			1								1	3
Airline - Policy/Regulations/Service	1					1			1	1	1		5
Airline - Wheelchair Assistance		1					1			1			3
Civil Rights	4	3	3	3	4	4	6	2	4	4	9	4	50
Civil Rights - Age						1					1		2
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1							1				2
Civil Rights - Perceived Religion			1		1								2
Civil Rights - Profiling	1				1								2
Civil Rights - Race	1		2	3	2	1	4	2	3	3	6	1	28
Civil Rights - Screening of Religious or Cultural Garments												1	1
Civil Rights - Sex/Gender/Gender Identity	1	1					2			1	2	2	9
Civil Rights - Transgender Screening		1				2							3
Claims		1				1				1			3
Claims - General		1											1
Claims - Status						1				1			2
Customer Service	40	33	27	38	36	57	38	46	41	34	29	33	452
Customer Service - Others		2	1	1									4
Customer Service - TCC	1		1	1				1		1			5
Customer Service - TSO	39	31	25	36	36	57	38	45	41	33	29	33	443
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	201	188	185	164	163	237	213	199	209	168	182	178	2,287
Expedited Passenger Screening Program - Active Duty Military					1		1				1		3
Expedited Passenger Screening Program - DoD		1				1							2
Expedited Passenger Screening Program - TSA	12	5	11			8	1	3	6	1	7	4	58
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	189	182	174	164	161	228	211	195	202	167	174	173	2,220
Hazardous Materials Safety	1								1			1	3
Hazardous Materials Safety - General	1								1			1	3
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks	1		1	4	1			1	2		1		11
Locks - General	1			1									2
Locks - Missing or Damaged Lock			1	3	1			1	2		1		9
Lost and Found		1					2		1	1			5
Lost and Found - Airport/TSA		1					2		1	1			5
Mishandling of Passenger Property	5	5	4	10	2	8	8	11	8	7	8	8	84
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Damaged Item	4	3	1	4	1	3	5	3	5	3	5	3	40
Mishandling of Passenger Property - Damaged Item - TSA	1	1	2	5	1	4	3	6	3	4	3	2	35
Mishandling of Passenger Property - Disarrayed Item		1	1	1		1		1				3	8
No Jurisdiction					3	1		3	4	3	2	2	18
No Jurisdiction - No Referral					1			1	1				2
No Jurisdiction - Refer to CBP					1			1	2	1		1	6
No Jurisdiction - Refer to Other					1	1		2	1	2	2	1	10
Patdown	1	2	4	5	4	7	3	9	3	7	7	3	55
Patdown - Children											1	1	2
Patdown - Flyer	1	2	4	5	4	6	2	9	3	5	6	2	49
Patdown - Flyer as Observer						1	1						2
Patdown - Non-Flyer										2			2
Persons w/ Disabilities (PWD)	8	4	3	4	4	4	2	10	4	3	8	4	58
Persons w/ Disabilities (PWD) - Autism Spectrum						1		2					3
Persons w/ Disabilities (PWD) - Breast Cancer						1			1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1					1					3
Persons w/ Disabilities (PWD) - General								1			1	1	3
Persons w/ Disabilities (PWD) - Medical Equipment	2										2		4
Persons w/ Disabilities (PWD) - Medically Necessary		1		1		2		1	1	1	1	2	10
Persons w/ Disabilities (PWD) - Metal Implants (Joint)		1			1			1			2		5
Persons w/ Disabilities (PWD) - Mobility Equipment	1			1			1	1		2			6
Persons w/ Disabilities (PWD) - Prostheses	2	1			1		1	1					6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Visual Impairment	1							1				1	3
Persons w/ Disabilities (PWD) - Wheelchair	1		1	2	1	1		1	2				9
Property - Special Handling	4	5	3	8	4	5	11	9	4	6	3	5	67
Property - Special Handling - Damaged Item	1	3		3	2	3	3	1	1	2	1	2	22
Property - Special Handling - Damaged Item - TSA	1	1				2		3					10
Property - Special Handling - Missing Item	1		3	2		3	3	3	1	1	2	1	17
Property - Special Handling - Missing Item - TSA	1	1		3		2	3	2	2	3		1	18
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening	19	22	21	21	25	32	34	27	35	26	27	24	313
Screening - Crew Member or Airline Employee	1	4	8	2	1	2		1	1	1	4	1	26
Screening - Inconsistency	3	2	4	8	4	2	5	3	3	4	2	5	45
Screening - International Screening								1					1
Screening - Lengthy Lines	3	8	3	4	7	5	4	7	9	4	2	2	58
Screening - Procedures/Process	10	7	6	7	11	22	24	13	19	16	18	16	169
Screening - Retrieving Abandoned/Confiscated	2	1			2	1	1	2	3	1			13
Screening - Shoe Screening											1		1
2024	289	268	263	235	226	262							1,543

TSA Contact Center Traveler Complaints Report

Categories	10-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				1	1	1							3
Airline - Policy/Regulations/Service				1		1							2
Airline - Positive Bag Match Program					1								1
Civil Rights	2	1	3	9	4	1							20
Civil Rights - National Origin				1									1
Civil Rights - Not Specified			1										1
Civil Rights - Perceived Religion	1			3									4
Civil Rights - Race		1	2	3	3								9
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1			1	1	1							4
Claims	1		1			1							3
Claims - General			1			1							2
Claims - Status	1												1
Customer Service	28	43	59	50	56	69							305
Customer Service - CSM			1										1
Customer Service - Others			2		2								4
Customer Service - TCC		1	1		1								3
Customer Service - TSO	28	42	55	50	53	69							297
Expedited Passenger Screening Program	216	165	165	136	115	145							942
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	3	4	8	3	4	6							28
Expedited Passenger Screening Program	213	159	157	132	111	139							911
Expedited Passenger Screening Program - TSA/DHS		1		1									2
Locks	1		2	2	1								6
Locks - Missing or Damaged Lock	1		2	2	1								6
Lost and Found	1	2	2				1						6
Lost and Found - Airport/TSA	1	2	2				1						6
Mishandling of Passenger Property	4	8	7	7	13	8							47
Mishandling of Passenger Property - Damaged/Missin		1	3	4	5	5							18
Mishandling of Passenger Property - Dam	3	7	2	2	5	2							21
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1								2
Mishandling of Passenger Property - Disa	1		2		2	1							6
No Jurisdiction		1	1		1	4							7
No Jurisdiction - No Referral						2							2
No Jurisdiction - Refer to CBP		1			1	2							4
No Jurisdiction - Refer to Other			1										1
Patdown	5	4	2	2	3	3							19
Patdown - Children	1				1	1							3
Patdown - Flyer	4	4	2	2	2	2							16
Persons w/ Disabilities (PWD)	1	8	3	7	4	7							30
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1	1									4
Persons w/ Disabilities (PWD) - General		1				2							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	1	1											2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		3	1	1							6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1		1							3
Persons w/ Disabilities (PWD) - Service Animals		1			1								2
Persons w/ Disabilities (PWD) - Visual Impairment		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1		3							5
Property - Special Handling	4	13	8	6	11	4							46
Property - Special Handling - Damaged It	2	3	3	3	8	1							20
Property - Special Handling - Damaged Items - Check	4	1			1	2							8
Property - Special Handling - Missing Items - Carry-C	5	2	1	2									10
Property - Special Handling - Missing Item	2	1	2	2		1							8
Screening	26	23	10	15	17	18							109
Screening - Crew Member or Airline Empl	2	1											3
Screening - Inconsistency	3	2	1	1		4							11
Screening - Lengthy Lines	6	4	4	6	2	9							31
Screening - Procedures/Process	15	15	4	8	14	4							60
Screening - Retrieving Abandoned/Confiscated Items		1			1	1							3
Screening - Shoe Screening			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	9	3	4	2	5	1	3	5	1	1	3	39
2022		1	1		1	2	1	2	4			1	13
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1		1	1		2	3			1	9
Expedited Passenger Screening Program - TSA PreC			1		1	1		2	3			1	9
Property - Special Handling				1			1						2
Property - Special Handling - Missing Items - Checked				1			1						2
Screening						1							1
Screening - Inconsistency						1							1
2023	1	4	1	2		1		1	1	1	1	2	15
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			3			1				1	1	2	8
Expedited Passenger Screening Program - TSA PreC			3			1				1	1	2	8
Locks			1	1									2
Locks - General			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
Property - Special Handling		1		1									2
Property - Special Handling - Missing Item		1		1									2
Screening								1					1
Screening - Procedures/Process								1					1
2024	1	4	1	2	1	2							11
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
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
No Subject					1								1
No Subject - General					1								1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Check			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	3	1	1	4		1	2	1	4	1	21
2022											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
2023			3		1	1		1	2	1	3		12
Customer Service							1				1		2
Customer Service - TSO							1				1		2
Expedited Passenger Screening Program			3		1			1	2	1	1		9
Expedited Passenger Screening Program - TSA PreCheck			3		1			1	2	1	1		9
Screening											1		1
Screening - Inconsistency											1		1
2024	1	2		1		3							7
Customer Service		2											2
Customer Service - TSO		2											2
Expedited Passenger Screening Program	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3
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

TSA Contact Center Traveler Complaints Report

Categories	10-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		1					1			2		1	5
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 Application Program												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
2023										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2024			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	8	7	7	6	3	5	1	3	1	6	5	55
2022		2	1	1	1	1	3			1	1	1	12
Civil Rights													1
Civil Rights - Not Specified													1
Expedited Passenger Screening Program			1	1	1	1	2			1	1	1	10
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	2			1	1	1	9
Screening			1										1
Screening - Procedures/Process			1										1
2023	1	5	4	4	3	2	2	1	3		5	4	34
Customer Service				1									1
Customer Service - TSO				1									2
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5	3	26
Expedited Passenger Screening Program	1	3	2	1	3	2	2	1	3		5	3	26
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic					1								1
Screening			1	2									3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	2	1	2	2	2								9
Expedited Passenger Screening Program	2	1	1	2	2								8
Expedited Passenger Screening Program	2	1	1	2	2								8
Locks				1									1
Locks - Missing or Damaged Lock				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	11	12	7	7	13	10	5	7	7	8	3	7	97
2022	1	5	2		5	2	2	3	3	2	1	1	27
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	4	2		4	2	1	2	3	1	1	1	22
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	1	4	2		2	2	1	2	3	1	1	1	20
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 - Inconsistency		1											1
2023	4	6	3	5	4	3	3	4	4	6	2	6	50
Civil Rights								2					2
Civil Rights - Age								1					1
Civil Rights - Race								1					1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Expedited Passenger Screening Program	3	5	2	4	3	3	3	2	3	4	1	6	39
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	5	2	4	2	3	3	2	3	4	1	6	38
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) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											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
Screening - Procedures/Process									1				1
2024	6	1	2	2	4	5							20
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	1	1	2	3	3							13
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1	1	2	3	3							12
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	3		1										4
Screening - Inconsistency	1												1
Screening - Procedures/Process	2		1										3

TSA Contact Center Traveler Complaints Report

Categories	10-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		2	1	1	1	4			1		2	2	14
2022					1				1		2	2	6
Expedited Passenger Screening Program					1				1		1	2	5
Expedited Passenger Screening Program - TSA PreCheck						1				1	1	2	5
Screening											1		1
Screening - Inconsistency											1		1
2023		2	1	1		4							8
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Expedited Passenger Screening Program		1				2							3
Expedited Passenger Screening Program - TSA PreC		1				2							3
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--C				1		1							2
Screening					1								1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	69	67	46	41	48	79	49	47	33	35	44	43	601
2022	8	25	8	12	10	33	26	23	15	19	23	18	220
Civil Rights	1					2	3		1				7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race						2	1		1				4
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1	1				1		2		1	2		8
Customer Service - TSO	1	1				1		2		1	2		8
Expedited Passenger Screening Program	5	17	8	12	10	28	19	21	10	18	15	17	180
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2	3	1				1	1			1		9
Expedited Passenger Screening Program	3	13	7	11	10	28	18	20	9	18	14	17	168
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	2											3
Property - Special Handling		2				1	2				1		6
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
Property - Special Handling - Missing Items - Checked							1						1
Screening		3					1		2		3	1	10
Screening - Children											1		1
Screening - Inconsistency									1			1	2
Screening - Procedures/Process		3					1		1		2		7
2023	22	25	21	14	26	21	23	24	18	16	21	25	256
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service					1			1	1	1	1	2	7
Customer Service - TSO					1			1	1	1	1	2	7
Expedited Passenger Screening Program	19	21	20	13	22	19	22	18	16	14	17	21	222
Expedited Passenger Screening Program	1			1	2	1			1	1			7
Expedited Passenger Screening Program	18	21	20	12	20	18	22	18	15	13	17	21	215
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--Carry-on Luggage					1		1				1		3
Patdown	2			1	1						1	1	6
Patdown - Children				1									1
Patdown - Flyer	1				1						1		3
Patdown - Flyer as Observer	1											1	2
Persons w/ Disabilities (PWD)						1		1			1		3
Persons w/ Disabilities (PWD) - Breast Cancer						1					1		2
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		1						1	1				3
Screening		3			1	1		2		1		1	9
Screening - Lengthy Lines		2			1								3
Screening - Procedures/Process		1				1		2		1		1	6
2024	39	17	17	15	12	25							125
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights			1										1
Civil Rights - National Origin			1										1
Customer Service				1	1	2							4
Customer Service - TSO				1	1	2							4
Expedited Passenger Screening Program	38	14	14	12	10	19							107
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1	3			1							7
Expedited Passenger Screening Program	35	13	11	12	10	18							99
Mishandling of Passenger Property		1		2		2							5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1		1	2							6
Screening - Lengthy Lines			1			2							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
DTW	468	500	496	434	474	558	338	379	335	295	345	374	4,996
2022	81	137	121	130	137	173	158	171	163	137	187	194	1,789
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or Discrimination	3	4	1		1								9
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
Claims	1								1				2
Claims - General	1								1				2
Customer Service	8	5	8	7	6	7	6	7	20	10	10	7	101
Customer Service - Others			1							1			2
Customer Service - TCC								1					1
Customer Service - TSO	8	5	7	7	6	7	6	6	20	9	10	7	98
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139	118	105	159	165	1,466
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		2	1				1	2					6
Expedited Passenger Screening Program - Known Crew Member					1				1				2
Expedited Passenger Screening Program - TSA/DHS	2	14	11	6	6	6	9	6	12	4	5	7	88
Expedited Passenger Screening Program - TSA/DHS	53	96	84	101	112	145	129	131	105	99	154	158	1,367
Expedited Passenger Screening Program - TSA/DHS		1								1			2
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	5
Locks - Missing or Damaged Lock	1				1			1	1			1	5
Lost and Found		1		1				1	1				4
Lost and Found - Airport/TSA		1		1				1	1				4
Mishandling of Passenger Property	1		3			2		2	3	5	4	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1	3	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1			1	2	2	2	10
Mishandling of Passenger Property - Disa	1		1			1			1		1		5
No Jurisdiction	1		1			1			1				4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1					1			1				3
Patdown	3	4	1	3	1		2	5	1	1	3	4	28
Patdown - Children				1									1
Patdown - Flyer	3	2	1	2	1		2	5	1	1	3	4	25
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	1	1	1	3		1	7	4	1	1	1	23
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) - Internal M	1			1									2
Persons w/ Disabilities (PWD) - Medically	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) - Service Animals			1					1					2
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/		1						3	1				5
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2	6	5	4	2	7	2	3	3	5	4	1	44
Property - Special Handling - Damaged It	1	3		3		5	1	1	1	1	2		18
Property - Special Handling - Damaged Items - Checked			1	1				1	2	2	1		8
Property - Special Handling - Missing Items - Carry-C		2		1	1	2	1	1			1	1	10
Property - Special Handling - Missing Item	1	1	3		1					2			8
Screening	2	3	2	5	3	3	5	4	7	7	6	8	55
Screening - Children													1
Screening - Inconsistency				1			2				3	2	8
Screening - Lengthy Lines	1	1								1			4
Screening - Procedures/Process	1	2	2	4	3	3	3	4	7	6	3	4	42
2023	163	175	208	167	192	205	180	208	172	158	158	180	2,166
Airline			1			2			1	1	2	1	8
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service						2			1	1	2	1	7
Animals				1									1
Animals - Carry-On				1									1
Civil Rights	2	1	1	1			1	3	2	4			15
Civil Rights - Age									1				1
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1	1				2		3			8
Civil Rights - Sex/Gender/Gender Identity	1						1	1		1			4
Civil Rights - Transgender Screening									1				1
Current Topic													1
Current Topic - Current Topic													1
Customer Service	10	8	6	12	16	14	11	43	16	19	10	17	182
Customer Service - Others				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 - TCC			1					1					2
Customer Service - TSO	10	7	6	11	16	14	11	42	16	19	10	17	179
Expedited Passenger Screening Program	138	149	184	132	159	170	148	137	120	95	116	130	1,678
Expedited Passenger Screening Program - DoD			1			1	1			1	1		5
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	5	7	6	2	4	2	2	3	1	2	2	3	39
Expedited Passenger Screening Program	133	141	177	130	155	167	145	134	119	92	113	127	1,633
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General										1			1
Locks		1	2		3			1	1			1	9
Locks - Missing or Damaged Lock		1	2		3			1	1			1	9
Lost and Found								2					2
Lost and Found - Airport/TSA								2					2
Mishandling of Passenger Property	3	2	4	3	4	3	7	4	3	5	2	3	43
Mishandling of Passenger Property - Dam	2	1	2	2	2	2	4	3	2	3	2	2	27
Mishandling of Passenger Property - Dam	1		2		2		2	1		2		1	11
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1		1	1		1				4
No Jurisdiction	1			3	2		1	2				1	10
No Jurisdiction - No Referral							1	2					3
No Jurisdiction - Refer to CBP	1			1								1	3
No Jurisdiction - Refer to Other				2	2								4
No Subject												1	1
No Subject - General												1	1
Patdown	2		1	1	1	3	3	3	3	6	3	3	29
Patdown - Children									1		1		2
Patdown - Flyer	2		1	1	1	3	3	3	2	5	2	2	25
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)	1	4	1			2	1	2	1		1	2	15
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical C	1					1							2
Persons w/ Disabilities (PWD) - Medically Necessary		1										1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2										1	3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1					1	1		1		5
Property - Special Handling	1	2	3	4	3	3	4	6	6	1	4	4	41
Property - Special Handling - Damaged Items - Carry		1	3	1	1	1		2	6	1	1		17
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Item	1	1		3		1	1	2				1	10
Property - Special Handling - Missing Items - Checked					2	1	2	2			3	2	12
Screening	5	8	5	10	4	8	4	5	19	27	19	16	130
Screening - Crew Member or Airline Employee		1				1					2		4
Screening - Inconsistency	2		1	2	1	1	2			1	2		12
Screening - Lengthy Lines			1	1				1	10	7	5	3	28
Screening - Military									1				1
Screening - Procedures/Process	3	7	3	7	3	5	2	3	8	19	10	13	83
Screening - Retrieving Abandoned/Confiscated Items						1		1					2
2024	224	188	167	137	145	180							1,041
Additional Information Required/Insufficient Inf	1					1							2
Additional Information Required/Insufficiet	1					1							2
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights	3	3	1	3	2	2							14
Civil Rights - Age				1									1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1				1							2
Civil Rights - Perceived Religion				1									1
Civil Rights - Race		2	1	1		1							5
Civil Rights - Screening of Religious Cultu	1												1
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Civil Rights - Transgender Screening	1												1
Claims	1												1
Claims - Status	1												1
Customer Service	17	23	37	18	25	26							146
Customer Service - CSM					1								1
Customer Service - Others			1		1	1							3
Customer Service - TSO	17	23	36	18	23	25							142
Expedited Passenger Screening Program	177	114	105	95	89	118							698
Expedited Passenger Screening Program	2	9	3	3	2	3							22
Expedited Passenger Screening Program	175	105	102	92	87	115							676
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
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	3	3	6	2	10	7							31
Mishandling of Passenger Property - Dam	3	3	4	2	7	5							24
Mishandling of Passenger Property - Damaged/Missing Items--C			2		3	2							7
No Jurisdiction		3	3			2							8
No Jurisdiction - No Referral		1	2										3
No Jurisdiction - Refer to CBP		1	1			1							3
No Jurisdiction - Refer to Department of State		1											1
No Jurisdiction - Refer to Other						1							1
Patdown	1	1	2	1	3								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
Patdown - Children				1									1
Patdown - Flyer	1	1	2		2								6
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1	1	1		2							5
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Property - Special Handling	9	8	3	7	4		5						36
Property - Special Handling - Damaged It	6	4	3	4	1		2						20
Property - Special Handling - Damaged It	1	1		1			2						5
Property - Special Handling - Missing Items - Carry-C		3		1	2								6
Property - Special Handling - Missing Item	2			1	1	1							5
Screening	12	27	9	9	11	17							85
Screening - Crew Member or Airline Employee		1											1
Screening - Gate Pass					1								1
Screening - Inconsistency	3	3	1		1	3							11
Screening - International Screening			1										1
Screening - Lengthy Lines	2	8	2	3	1	9							25
Screening - Opposite Gender			1										1
Screening - Procedures/Process	7	15	4	5	8	4							43
Screening - Retrieving Abandoned/Confiscated Items				1		1							2
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DUJ							1			1			2
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2024							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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		1				3
2022							1		1				2
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck							1		1				2
2024			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	1		1			1	5
2022			1				1		1			1	4
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
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2023							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	2	2	1	6	3	2	1	2		2		23
2022			1		1	1	2	1	2		1		9
Customer Service												1	1
Customer Service - TSO											1		1
Expedited Passenger Screening Program					1	1	2		1				5
Expedited Passenger Screening Program - TSA PreCheck					1	1	2		1				5
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 - Checked			1					1					2
2023	2	2			2						1		7
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	2	1			1								4
Expedited Passenger Screening Program - TSA PreCheck	2	1			1								4
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Screening		1											1
Screening - Retrieving Abandoned/Confiscated Items		1											1
2024			1	1	3	2							7
Expedited Passenger Screening Program			1	1	3	2							6
Expedited Passenger Screening Program - TSA PreCheck			1		3	2							6
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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		3			1	2		1	1	1	1		10
2022					1				1	1	1		4
Expedited Passenger Screening Program									1				2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									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
2023		1				1			1				3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2024		2				1							3
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program - TSA PreC		2											2
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	25	26	15	15	19	30	13	25	20	15	16	15	234
2022	11	6	4	5	5	11	5	12	12	7	6	6	90
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service						2	1		1				4
Customer Service - Others							1						1
Customer Service - TSO						2			1				3
Expedited Passenger Screening Program	4	3	4	2	5	6	3	11	11	7	5	6	67
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	1				3
Expedited Passenger Screening Program	4	2	4	2	5	6	2	10	10	7	5	5	62
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		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											2
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		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		1					7
Screening - Inconsistency	1			1				1					3
Screening - Procedures/Process	2	1											3
Screening - Retrieving Abandoned/Confiscated Items							1						1
TWIC							1						1
TWIC - General							1						1
2023	7	8	3	7	7	6	8	13	8	8	10	9	94
Civil Rights							1		1				2
Civil Rights - Race									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				1	1								2
Customer Service - Others				1									1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	7	7	3	5	4	6	6	12	7	8	7	7	79
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	7	7	3	5	4	6	6	11	6	8	7	7	77
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		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
Property - Special Handling - Missing Items - Checked					1								1
Screening				1	1			1		2	1		6
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1				1		1	1		4
2024	7	12	8	3	7	13							50
Civil Rights			1			1							2
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service			1			3							4
Customer Service - TSO			1			3							4
Expedited Passenger Screening Program	4	7	5	2	6	8							32
Expedited Passenger Screening Program - TSA Application Program					1	1							2
Expedited Passenger Screening Program	4	7	5	2	5	7							30
Mishandling of Passenger Property	1	2		1		1							5
Mishandling of Passenger Property - Damaged/Missing Items		2		1									3
Mishandling of Passenger Property - Damaged/Missing Items	1					1							2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1
Screening	2	2	1		1								6
Screening - Inconsistency					1								1
Screening - Lengthy Lines	1	1	1										3
Screening - Procedures/Process	1	1											2

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	4	15	22	24	29	2	5	3	3	8	3	120
2022			6	4	3	11		4	3	2	4	1	38
Civil Rights						1				1	1		3
Civil Rights - Race							1			1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			4	3	2	9		3	2		3	1	27
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			4	3	2	9		3	2		3		26
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening			1		1	1				1			4
Screening - Procedures/Process			1		1	1				1			4
2023	1	1	8	6	11	11	2	1		1	4	2	48
Customer Service				1		3							4
Customer Service - TSO				1		3							4
Expedited Passenger Screening Program			7	4	9	7	2			1	3	1	34
Expedited Passenger Screening Program - TSA PreCheck			7	4	9	7	2			1	3	1	34
Patdown	1				1								2
Patdown - Flyer	1				1								2
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) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening			1	1		1		1					4
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines				1									1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	1	3	1	12	10	7							34
Civil Rights					1	1							2
Civil Rights - Race					1	1							2
Customer Service		1		2	4	1							8
Customer Service - Others				1									1
Customer Service - TSO		1		1	4	1							7
Expedited Passenger Screening Program	1	2	1	8	5	3							20
Expedited Passenger Screening Program	1	2	1	8	5	3							20
Screening				2		2							4
Screening - Procedures/Process				2		1							3
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1			1	2			1	1			8
2022						1							1
Screening						1							1
Screening - Inconsistency						1							1
2023	1				1				1	1			4
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
2024	1	1				1							3
Expedited Passenger Screening Program	1	1				1							3
Expedited Passenger Screening Program	1	1				1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	2	3	2	3	5	2						24
2022		1		1	1	1				3	1	1	8
Expedited Passenger Screening Program				1	1	1				2			6
Expedited Passenger Screening Program - TSA PreCheck				1	1	1				2			6
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening										1			1
Screening - Inconsistency										1			1
2023	1	1	2		2	1	2				1		10
Expedited Passenger Screening Program	1		1		2		2				1		7
Expedited Passenger Screening Program	1		1		2		2				1		7
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown				1									1
Patdown - Flyer			1										1
Screening							1						1
Screening - Procedures/Process							1						1
2024	1		1	1		3							6
Expedited Passenger Screening Program	1		1	1		1							4
Expedited Passenger Screening Program	1		1	1		1							4
Screening										2			2
Screening - Inconsistency										1			1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	58	41	58	53	41	76	47	43	30	38	40	37	562
2022	9	10	10	14	8	26	23	24	17	14	18	12	185
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights				1					1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Transgender Screening				1									1
Customer Service	1				1	1	1	1			2	1	8
Customer Service - Others											1		1
Customer Service - TSO	1				1	1	1	1			1	1	7
DHS TRIP	1			1									2
DHS TRIP - Status	1			1									2
Expedited Passenger Screening Program	6	7	6	10	4	23	15	20	13	12	13	9	138
Expedited Passenger Screening Program - DoD		1	1			2					1		5
Expedited Passenger Screening Program - TSA Application Program								1	1			1	3
Expedited Passenger Screening Program	6	5	5	10	4	21	15	18	12	12	11	8	127
Expedited Passenger Screening Program - TSA/DHS		1						1			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 - Disarrayed Item		1						1					2
Patdown			1		1		3		1				6
Patdown - Flyer			1		1		3		1				6
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling	1	1		2	1			1		1		1	8
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Check		1			1								2
Property - Special Handling - Missing Items - Carry-On				1								1	2
Property - Special Handling - Missing Items	1			1									2
Screening			2		1	2	4	1	2		3		15
Screening - Inconsistency						1	2				3		6
Screening - Lengthy Lines			2										2
Screening - Procedures/Process						1	1	2	1	2			7
2023	17	11	25	18	10	24	24	19	13	24	22	25	232
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2					1					1		4
Civil Rights - Perceived Religion	1												1
Civil Rights - Race						1					1		2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1		1	1	1	3			1		2	2	12
Customer Service - TSO	1		1	1	1	3			1		2	2	12
Expedited Passenger Screening Program	14	9	20	15	8	18	22	14	12	20	15	15	182
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2		1				1			1			5
Expedited Passenger Screening Program	12	9	17	15	8	18	21	14	12	19	15	15	175
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property			1		1			4			1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1			1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--C			1					3				1	5
Patdown			1							1			2
Patdown - Flyer			1							1			2
Persons w/ Disabilities (PWD)		1								1			2
Persons w/ Disabilities (PWD) - Medically Necessary		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 - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1						1
Screening			2	2		2	1	1		2	3	4	17
Screening - Inconsistency			1	1		1				1			4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1	1		1	1	1		1	2	4	12
2024	32	20	23	21	23	26							145
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Customer Service		4		3	2	3							12
Customer Service - TSO		4		3	2	3							12
Expedited Passenger Screening Program	24	12	18	14	15	16							99
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	24	12	18	13	15	16							98
Human Capital						1							1
Human Capital - Current Employee						1							1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
No Jurisdiction						1	1						2
No Jurisdiction - No Referral						1	1						2
Persons w/ Disabilities (PWD)	2	1	1	1	1	1							7
Persons w/ Disabilities (PWD) - Diabetes	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		1											1
Persons w/ Disabilities (PWD) - Mobility [1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Damaged Items - Carry-On							1						1
Screening	5	3	4	2	4	2							20
Screening - Inconsistency	1						1						2
Screening - Lengthy Lines	1	1	2			2	1						7
Screening - Procedures/Process	3	2	2	2	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
ERI	2	1	4	1	2	3	3	2	1	1	3	7	30
2022	2					2	1	1	1	1		5	13
Civil Rights	1									1			2
Civil Rights - Race										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	1	1					5
Expedited Passenger Screening Program - TSA PreCheck	1					1	1	1					5
2023		1	4	1	2		2	1			3	2	16
Expedited Passenger Screening Program			2	1	2		2				2	2	11
Expedited Passenger Screening Program - TSA PreCheck			2	1	2		2				2	2	11
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missed		1											1
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
Screening			2										2
Screening - Procedures/Process			2										2
2024							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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		2		1			1		1				5
2022		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 - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling			1										2
Property - Special Handling - Missing Items - Checke			1										2
2023		1											1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	27	24	33	12	18	21	18	18	19	17	21	17	245
2022	5	1	9	2	3	4	10	9	12	8	9	11	83
Civil Rights													1
Civil Rights - Race													1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4		7		2	4	8	7	10	6	7	10	65
Expedited Passenger Screening Program - TSA Application Program								1	1	1			3
Expedited Passenger Screening Program	4		7		2	4	8	6	9	5	7	10	62
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 - Disarrayed Items--Carry-on				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Property - Special Handling				1	1		1	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 - Checked							1		1		1		3
Screening				1			1	1	1	1			5
Screening - Procedures/Process				1			1	1	1	1			5
2023	13	15	15	7	6	11	8	9	7	9	12	6	118
Civil Rights			1				1		1				3
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1										1
Civil Rights - Transgender Screening									1				1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	10	14	12	5	6	9	7	8	5	7	8	5	96
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	1	1		2								5
Expedited Passenger Screening Program	9	12	11	5	4	9	7	8	5	7	8	5	90
Lost and Found			2								1		3
Lost and Found - Airport/TSA			2								1		3
Mishandling of Passenger Property							1			1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam		1		1			1				1		4
Mishandling of Passenger Property - Disa		1								1		1	3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				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 - Lengthy Lines										1			1
Screening - Procedures/Process		1						1			1		3
2024	9	8	9	3	9	6							44
Civil Rights							1						1
Civil Rights - Age							1						1
Expedited Passenger Screening Program	7	7	8	3	8	6							39
Expedited Passenger Screening Program - TSA Application Prog				1									1
Expedited Passenger Screening Program	7	7	7	3	8	6							38
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Dam		1	1										2
Patdown		1											1
Patdown - Flyer		1											1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	4	2	2	13	6	6	3	1	3	8	2	57
2022		1			3	3	5	2			5	1	20
Expedited Passenger Screening Program		1			2	3	5	1			4	1	17
Expedited Passenger Screening Program - TSA PreC		1			2	3	5	1			4	1	17
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
2023	4	2	1	1	5	2	1	1	1	3	3	1	25
Civil Rights							1			1			2
Civil Rights - Race							1			1			2
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	1		4	1	1	1			3		15
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	2	2	1		3	1	1	1			3		14
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Property - Special Handling					1							1	2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked					1								1
2024	3	1	1	1	5	1							12
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program	3	1		1	3								8
Expedited Passenger Screening Program	3	1		1	3								8
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	2	1	4		4	1	1			1		15
2022		2	1	1		1	1	1					7
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Expedited Passenger Screening Program		2		1		1	1	1					6
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreC		1		1		1	1	1					5
2023						2					1		3
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2024	1			3		1							5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1			2		1							4
Expedited Passenger Screening Program	1			2		1							4

TSA Contact Center Traveler Complaints Report

Categories	10-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	1,375	1,283	1,405	1,181	1,222	1,766	1,187	1,147	937	915	991	997	14,406
2022	198	255	302	175	274	664	632	595	478	461	496	472	5,002
Additional Information Required/Insufficient Information				1								1	2
Additional Information Required/Insufficient Information - EMAIL ONLY				1								1	2
Airline	1	1					1	1	2	1	2	1	10
Airline - Lost Baggage									2	1			3
Airline - Policy/Regulations/Service	1	1					1	1			2	1	7
Animals				1									1
Animals - Carry-On				1									1
Civil Rights	6	4	4	2	3	7	3	5	5	4	6	7	56
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear												1	1
Civil Rights - National Origin						2						2	4
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	3	3	2	5	4	21
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		1	1				4
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening				1					1		1		3
Claims		1											1
Claims - Status		1											1
Customer Service	25	29	32	24	20	25	18	28	20	23	42	26	312
Customer Service - CSM				1									1
Customer Service - Others							1				1		2
Customer Service - TCC								1					1
Customer Service - TSO	25	29	32	23	20	25	17	27	20	23	41	26	308
DHS TRIP													1
DHS TRIP - General													1
Expedited Passenger Screening Program	125	177	198	122	217	582	567	495	404	386	382	387	4,042
Expedited Passenger Screening Program - Active Duty Military					1			1		1		1	4
Expedited Passenger Screening Program - TSA/DHS	1	2				1	3	4		1	2	1	15
Expedited Passenger Screening Program - TSA/DHS	1												1
Expedited Passenger Screening Program - TSA/DHS	10	25	20	4	13	12	16	19	13	13	10	6	161
Expedited Passenger Screening Program - TSA/DHS	113	149	178	118	203	568	548	469	391	371	369	379	3,856
Expedited Passenger Screening Program - TSA/DHS		1				1		2			1		5
Hazardous Materials Safety		3	1				1		1		1	2	9
Hazardous Materials Safety - General		3	1				1		1		1	2	9
Identification (ID) Requirements		2											2
Identification (ID) Requirements - Domestic		2											2
Locks	2	1	1		1			2			1		8
Locks - Missing or Damaged Lock	2	1	1		1			2			1		8
Lost and Found		1	2	3	2	3	1	4		2	2	2	22
Lost and Found - Airport/TSA		1	2	3	2	3	1	4		2	2	2	22
Mishandling of Passenger Property	2	3	4	2	1		3	7	9	7	11	4	53
Mishandling of Passenger Property - Damaged	1	1	3					4	2	3	6	2	22
Mishandling of Passenger Property - Damaged	1	2	1	2	1		2	2	7	4	4	1	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1			1	1	4
No Jurisdiction	2	1	3	2	1	1	1	4	1	1	5	1	23
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP		1		2		1	1	1		1	3	1	11
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	2		3		1				1		2		9
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	3	2	1		4	4	4	7	4	1	5	5	40
Patdown - Children									1				1
Patdown - Flyer	1	1	1		4	4	4	6	3	1	4	5	34
Patdown - Flyer as Observer	2	1									1		4
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	10	6	6	2	2	7	7	5	6	2	2	2	57
Persons w/ Disabilities (PWD) - Cancer (Genetic)	1												1
Persons w/ Disabilities (PWD) - Cognitive	1								1				2
Persons w/ Disabilities (PWD) - Diabetes						1	2					1	4
Persons w/ Disabilities (PWD) - Diapers/Changing	1					1	1						3
Persons w/ Disabilities (PWD) - General	1		1		1	1		1					5
Persons w/ Disabilities (PWD) - Hearing Impairment							2						2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1	1				1		1			1	5
Persons w/ Disabilities (PWD) - Medical Devices	2						1	1					4
Persons w/ Disabilities (PWD) - Medically Necessary	1						1	2			2		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Devices	1	2	1		1			1	1				7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1						1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees	2					1			1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1	2					1				4
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1		2			1				2			6
Prohibited & Permitted Items	4	3	5										12
Prohibited & Permitted Items - Alcohol and Beverages	2												2
Prohibited & Permitted Items - Beauty & Grooming	1												1
Prohibited & Permitted Items - Food/Beverages	1	1	2										4
Prohibited & Permitted Items - General			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
Prohibited & Permitted Items - Knives/Tools/Razors/€			1										1
Prohibited & Permitted Items - Sporting Goods			1										1
Property - Special Handling	4	10	18	6	9	15	10	7	10	17	9	13	128
Property - Special Handling - Damaged Items	2	3	9	4	1	4	5		2	4	2	2	38
Property - Special Handling - Damaged Items - Checked				5	1	2	2		2	1	2	1	16
Property - Special Handling - Missing Items	1	5	2	1	2	7	5	7	4	7	3	7	51
Property - Special Handling - Missing Items - Checked	1	2	2		4	2			2	5	2	3	23
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	14	11	26	11	13	20	16	30	16	17	27	20	221
Screening - Children								1					2
Screening - Crew Member or Airline Employee													1
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6		2	1	1	7	2	3	7	4	36
Screening - International Screening					1								1
Screening - Lengthy Lines	4	1	6	1	2	3	1	5		4	5	4	36
Screening - Procedures/Process	8	8	14	9	5	15	11	15	14	9	13	8	129
Screening - Retrieving Abandoned/Confiscated Items				1	3	1	3	2			2	2	14
Screening - Shoe Screening										1			1
2023	540	563	591	564	498	585	555	552	459	454	495	525	6,381
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline	1		1	3	1		1	1	3	1		1	13
Airline - Lost Baggage				1			1		1	1			4
Airline - Policy/Regulations/Service	1		1	1				1	2			1	7
Airline - Wheelchair Assistance				1	1								2
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	5	2	3	7	3	1	4	3	5	5	5	2	45
Civil Rights - Age		1	1						1				3
Civil Rights - Civil Rights Violation (TSA Employee)		1							2				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin							1	1					2
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Race	4		1	3	2	1	1	1	1	2	2		18
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	2
Civil Rights - Transgender Screening				1			1			1	2		5
Claims								1	1			1	3
Claims - General								1					1
Claims - Status									1			1	2
Customer Service	29	39	35	29	22	33	33	27	24	34	52	38	395
Customer Service - CSM					1								1
Customer Service - Others												1	1
Customer Service - TCC			1									1	2
Customer Service - TSO	29	39	34	29	21	33	33	27	24	34	52	36	391
DHS TRIP								1					1
DHS TRIP - Status								1					1
Expedited Passenger Screening Program	428	449	476	449	416	489	468	442	364	342	346	402	5,071
Expedited Passenger Screening Program - Active Duty Military				1				1					2
Expedited Passenger Screening Program - Checked	1	2			4	3		2	1		2		15
Expedited Passenger Screening Program - Damaged	15	10	10	9	14	5	4	6	3	8	6	6	96
Expedited Passenger Screening Program - Damaged/Missing Items--Unspecified Luggage	412	436	466	438	397	481	464	433	360	334	338	396	4,955
Expedited Passenger Screening Program - TSA/DHS		1		1	1								3
Hazardous Materials Safety	2	1	1	1		1	2	1		1	2		12
Hazardous Materials Safety - General	2	1	1	1		1	2	1		1	2		12
Locks		3		2	1	1		1					8
Locks - Missing or Damaged Lock		3		2	1	1		1					8
Lost and Found	1	1		1			2	2	2	2	1	3	15
Lost and Found - Airport/TSA	1	1		1			2	2	2	2	1	3	15
Mishandling of Passenger Property	7	8	7	10	7	5	9	15	4	15	8	9	104
Mishandling of Passenger Property - Damaged	3	3	4	6	4	2	4	9	2	12	5	4	58
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4	4	3	3	2	2	4	5	2	3	3	5	40
Mishandling of Passenger Property - Disarrayed Item		1		1		1	1	1					5
No Jurisdiction	3	3	1	6		2	2	2	3	5	3	2	32
No Jurisdiction - No Referral		1		1				1		2			5
No Jurisdiction - Refer to CBP	3	2	1	3		1	1	1	2	2	3	2	21
No Jurisdiction - Refer to Other				2		1	1		1	1			6
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	3	5	6	3	3	3	5	3	5	6	7	3	52
Patdown - Children							1						1
Patdown - Flyer	3	5	5	3	2	2	3	3	3	6	6	3	44
Patdown - Flyer as Observer			1		1	1	1		1		1		6
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)	3	3	4	6	3	5	4	5	9	6	6	5	59
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1	1				2
Persons w/ Disabilities (PWD) - Diabetes		1								1			2
Persons w/ Disabilities (PWD) - General			2			1	1	1	1		1		7
Persons w/ Disabilities (PWD) - Hearing Impairment		1							2		2		5
Persons w/ Disabilities (PWD) - Internal Medical Devices				1								1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						3				1		2	6
Persons w/ Disabilities (PWD) - Medically	1			2	3	1	1	3	3	1	1		16

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility		2		1			1	1	2		1	1	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals										2		1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1						1	1		4
Property - Special Handling	8	11	9	8	6	8	9	9	7	7	8	5	95
Property - Special Handling - Damaged Item	2	5	2	3	1	5	3	3	3	3	3	4	37
Property - Special Handling - Damaged Item	1	1		2	2	1		2			1		10
Property - Special Handling - Missing Item	2	3	5	1	2	1	3	2	3	2	3		27
Property - Special Handling - Missing Item	3	2	2	2	1	1	3	2	1	2	1	1	21
Screening	49	37	48	39	36	36	16	39	31	30	57	53	471
Screening - Crew Member or Airline Employee			2	1	3						2		8
Screening - Inconsistency	10	8	7	4	3	3	3	5	5	5	7	2	62
Screening - Lengthy Lines	13	8	11	14	9	7	1	7	5	2	15	13	105
Screening - Opposite Gender										1			1
Screening - Procedures/Process	23	20	25	18	20	24	9	26	20	20	32	37	274
Screening - Retrieving Abandoned/Confiscated	3	1	3	2	1	2	3	1	1	2		1	20
Screening - Traveling with Cash											1		1
Transportation Security Operations Center	1												1
Transportation Security Operations Center	1												1
TWIC							1						1
TWIC - General							1						1
2024	637	465	512	442	450	517							3,023
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline	1			4			1						6
Airline - Lost Baggage				2									2
Airline - Policy/Regulations/Service				2		1							3
Airline - Wheelchair Assistance	1												1
Civil Rights	5	3	5	6	4	4							27
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights		1		2	1								4
Civil Rights - Perceived Religion			3	1	1								5
Civil Rights - Profiling				1									1
Civil Rights - Race	4	2	2	1	2	4							15
Civil Rights - Transgender Screening				1									1
Claims		1											1
Claims - Status		1											1
CLEAR							1						1
CLEAR - TSA PreCheck Application Program							1						1
Customer Service	39	48	61	54	55	47							304
Customer Service - CSM						1							1
Customer Service - Others		1	1		2	2							6
Customer Service - TCC	2		1		1	1							5
Customer Service - TSO	37	47	59	54	52	43							292
DHS TRIP				1									1
DHS TRIP - General				1									1
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	535	330	367	301	331	354							2,218
Expedited Passenger Screening Program - Active Duty Military			1	1									2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program	5	9	13	10	7	10							54
Expedited Passenger Screening Program	528	321	353	289	323	344							2,158
Expedited Passenger Screening Program	1				1								2
Hazardous Materials Safety		1			2								3
Hazardous Materials Safety - General		1			2								3
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Locks	4	3	1				2						10
Locks - Missing or Damaged Lock	4	3	1				2						10
Lost and Found	1	2	2	3	2	5							15
Lost and Found - Airport/TSA	1	2	2	3	2	5							15
Mishandling of Passenger Property	4	11	16	19	13	30							93
Mishandling of Passenger Property - Damaged	2	10	13	13	10	24							72
Mishandling of Passenger Property - Damaged	1		2	5	1	6							15
Mishandling of Passenger Property - Damaged/Missed		1	1		2								4
Mishandling of Passenger Property - Disposition	1			1									2
No Jurisdiction	3	2			1	5							11
No Jurisdiction - No Referral	1					2							3
No Jurisdiction - Refer to CBP	2	1				2							5
No Jurisdiction - Refer to Other		1			1	1							3
Notice of Violation/Civil Penalties													1
Notice of Violation/Civil Penalties - General													1
Patdown	1	5	1	2	2	4							15
Patdown - Children				1		1							2
Patdown - Flyer	1	3	1	1	2	3							11
Patdown - Flyer as Observer		2											2
Persons w/ Disabilities (PWD)	6	7	7	11	4	7							42
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								4
Persons w/ Disabilities (PWD) - General		1				1							2
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Persons w/ Disabilities (PWD) - Medically	2	2		2	1	2							9

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility [3		1	5	1	1							11
Persons w/ Disabilities (PWD) - Respiratory and Inha		1	1										2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelcha	1	2	2	3	1								9
Property - Special Handling	11	13	16	14	8	18							80
Property - Special Handling - Damaged It	4	6	7	9	3	7							36
Property - Special Handling - Damaged It	2		2	2									6
Property - Special Handling - Missing Item	3	5	5	1	2	7							23
Property - Special Handling - Missing Item	2	2	2	2	3	4							15
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	25	39	36	27	28	36							191
Screening - Children						1							1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1	1	2	3	2	4							13
Screening - Lengthy Lines	3	9	15	8	12	11							58
Screening - Procedures/Process	21	25	18	14	11	16							105
Screening - Retrieving Abandoned/Confiscated Items		4	1	1	2	2							10
Screening - Shoe Screening					1	2							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	19	23	23	23	24	29	20	16	18	13	13	6	227
2022	3	7	10	10	7	10	11	6	11	4	7	2	88
Customer Service			2						2	2			6
Customer Service - TSO			2						2	2			6
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5	9	1	4	2	72
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Appl		1		1			1						3
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5	8	1	4	2	68
Mishandling of Passenger Property		1									2		3
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
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
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1					1					1		3
Screening - Procedures/Process	1					1					1		3
2023	6	12	6	6	10	9	9	10	7	9	6	4	94
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	2	1	2	1	1			1		1			9
Customer Service - TSO	2	1	2	1	1			1		1			9
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4	2	65
Expedited Passenger Screening Program	4	11	1	4	7	8	9	6	6	3	4	2	65
Patdown			1			1							2
Patdown - Flyer						1							1
Patdown - Flyer as Observer			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 - Carry-On												1	1
Property - Special Handling - Missing Items - Checked				1									1
Screening					1			3	1	5	2	1	13
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1	4	1		6
Screening - Procedures/Process					1			2		1	1	1	6
2024	10	4	7	7	7	10							45
Customer Service		1	3	1		3							8
Customer Service - TSO		1	3	1		3							8
Expedited Passenger Screening Program	9	3	4	5	6	6							33
Expedited Passenger Screening Program	9	3	3	5	6	6							32
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Screening	1				1	1							3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	9	16	15	14	10	18	7	12	13	12	12	12	150
2022	3	1	4	3	3	5	5	2	7	6	5	5	49
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service					1		2			2	1		6
Customer Service - TSO					1		2			2	1		6
Expedited Passenger Screening Program	1	1	2	2	1	4	2	2	6	2	3	2	28
Expedited Passenger Screening Program	1			1			1						3
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	2	1		4	1	2	6	2	3	2	24
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Property - Special Handling	2									1			3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1									1			2
Screening				1		1	1			2		1	6
Screening - Inconsistency						1							1
Screening - Procedures/Process				1			1			2		1	5
2023	5	10	5	8	3	9	2	10	6	6	7	7	78
Airline						1							1
Airline - Baggage Requirements						1							1
Civil Rights						1						1	2
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		1	1	2		1		1		3	1		10
Customer Service - TSO		1	1	2		1		1		3	1		10
Expedited Passenger Screening Program	4	7	2	5	3	6	1	6	3	4		4	45
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program								1				1	2
Expedited Passenger Screening Program	4	6	2	5	3	6	1	5	3	4		3	42
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	1			3
Patdown - Flyer								1	1	1			3
Persons w/ Disabilities (PWD)	1		1						1		1		4
Persons w/ Disabilities (PWD) - Medical Conditions	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										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening		2	1					2			2	1	8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Procedures/Process		2						2			2		6
2024	1	5	6	3	4	4							23
Customer Service					1	2							3
Customer Service - CSM						1							1
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program	1	3	4	3	3								14
Expedited Passenger Screening Program - Known Crew Member					1								1
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	1	3	4	3	1								12
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) - Cognitive /Developmental /Ment			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		2	1										3
Screening - Inconsistency		1	1										2
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	12	18	32	19	29	35	7	14	20	12	14	17	229
2022	3	5	10	5	5	10	4	6	12	5	6	6	77
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	3	4	9	5	4	7	3	5	9	5	4	5	63
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	3	5	9	5	4	5	60
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					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) - Diabetes						1							1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening			1		1						1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1		1								2
2023	3	5	9	9	16	7	3	8	8	7	8	11	94
Civil Rights										1		1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		1	2
Customer Service				2			1	1		2			6
Customer Service - TSO				2			1	1		2			6
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6	7	72
Expedited Passenger Screening Program	3	5	8	7	15	4	1	6	7	3	6	7	72
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						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) - Cognitive /Developmental /Mental Disability										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						2	1		1		1	2	7
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process						1						1	2
2024	6	8	13	5	8	18							58
Civil Rights				1	1								2
Civil Rights - Race					1								1
Civil Rights - Transgender Screening				1									1
Customer Service			2		1								3
Customer Service - TSO			2		1								3
Expedited Passenger Screening Program	5	6	9	4	6	17							47
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	5	5	9	4	6	17							46
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		2	1			1							4
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
FAT	42	42	24	23	26	42	35	39	24	26	24	31	378
2022	7	9	6	3	5	12	13	18	6	11	9	15	114
Civil Rights		1						1					2
Civil Rights - Perceived Religion		1											1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service		1				1	1	2		2	1	1	9
Customer Service - TSO		1				1	1	2		2	1	1	9
Expedited Passenger Screening Program	5	5	4	2	3	6	11	13	6	6	7	11	79
Expedited Passenger Screening Program - TSA Appl		1	1				1		1			1	5
Expedited Passenger Screening Program	5	4	3	2	3	6	10	12	5	6	7	10	73
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		1		1	4
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
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Autism Spectrum		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		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	1	1		2	1		12
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	2		1		1	3				1			8
2023	18	18	10	9	8	15	22	21	18	15	15	16	185
Civil Rights								2		2	2		6
Civil Rights - Age								1					1
Civil Rights - National Origin										2			2
Civil Rights - Race								1					1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Claims											1		1
Claims - General											1		1
Customer Service	2	1	2		1	2	4	2	2		2	1	19
Customer Service - TSO	2	1	2		1	2	4	2	2		2	1	19
Expedited Passenger Screening Program	13	15	8	9	7	13	14	13	14	12	7	13	138
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1					2		1					4
Expedited Passenger Screening Program	11	15	8	9	7	11	14	12	14	12	7	13	133
Mishandling of Passenger Property		2							1				3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missii		1							1				2
No Jurisdiction	1											1	2
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to Other												1	1
Patdown							1		1		1		3
Patdown - Flyer											1		1
Patdown - Flyer as Observer							1		1				2
Persons w/ Disabilities (PWD)								1			1	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) - Service Animals											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening	2						2	3		1	1		9
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1							1					2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1						2	2					5
2024	17	15	8	11	13	15							79
Customer Service	2	3	1	1	2	4							13
Customer Service - TSO	2	3	1	1	2	4							13
Expedited Passenger Screening Program	12	9	7	10	11	8							57
Expedited Passenger Screening Program - TSA Appl		1			1	1							3
Expedited Passenger Screening Program	12	8	7	10	10	7							54
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	2	3				2							7
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process	1	3											4
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	8	6	6	4	3	10	9	2	5	6	7	8	74
2022	3	1	6	1	2	3	2	2	2	3	7	5	24
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			4
Customer Service - TSO						1			1	2			4
Expedited Passenger Screening Program	1			1	1	1	2	1	1	1		3	12
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1			1			2	1	1	1		3	10
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Screening	1					1		1					4
Screening - Inconsistency								1					2
Screening - Procedures/Process	1					1							2
2023	1	3	4	2		6	7		3	3	7	3	39
Customer Service		1	1				1			1	1		5
Customer Service - TSO		1	1				1			1	1		5
Expedited Passenger Screening Program		2	3	1		4	5		1		4	3	23
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA PreC		2	3			4	5		1		4	3	22
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) - Autism Spectrum									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening	1			1		1	1		1	1	1		7
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency						1					1		2
Screening - Procedures/Process	1			1					1	1			4
2024	4	2	2	1	1	1							11
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	1	1	1	1								8
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	4		1	1	1								7
No Jurisdiction				1									1
No Jurisdiction - No Referral			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	7	2	1	2	6	2	3	4	1	2	3	36
2022	1		1	1		2	2	2	4	1	2	3	19
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	3	15
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	2	14
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Hearing Impairment													1
2023		2				2		1					5
Expedited Passenger Screening Program		1				2		1					4
Expedited Passenger Screening Program - TSA PreC		1				2		1					4
Screening			1										1
Screening - Procedures/Process			1										1
2024	2	5	1		2	2							12
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	2			1	1							5
Expedited Passenger Screening Program	1	2			1	1							5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown				1									1
Patdown - Flyer				1									1
Screening			1			1							2
Screening - Inconsistency			1			1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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	425	465	488	469	478	571	362	363	285	286	293	255	4,740
2022	84	103	145	118	124	185	184	211	152	150	162	115	1,733
Airline		1					1	1	1		1	1	6
Airline - Baggage Requirements											1		1
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1		1			1	4
Civil Rights	3		4	4	4	1	1	4	1				22
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA Employee)			1					1					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1			1	1				4
Civil Rights - Not Specified							1						1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination	3		2	2	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims	1										1		2
Claims - General	1												1
Claims - Status											1		1
Customer Service	9	12	10	10	8	17	14	11	13	12	7	11	134
Customer Service - CSM	1												1
Customer Service - Others					1	1						1	3
Customer Service - TSO	8	12	10	10	7	16	14	11	13	12	7	10	130
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	44	70	108	80	96	139	139	156	110	112	120	83	1,257
Expedited Passenger Screening Program - DoD						2	2						4
Expedited Passenger Screening Program - TSA Appl		6	3	5	7	4	6	4	3	4	5	3	50
Expedited Passenger Screening Program - TSA/DHS	44	62	105	75	88	133	130	152	107	108	115	80	1,199
Expedited Passenger Screening Program - TSA/DHS		2			1		1						4
Hazardous Materials Safety						1	1						2
Hazardous Materials Safety - General						1	1						2
Identification (ID) Requirements			1			2							3
Identification (ID) Requirements - Domestic						2							2
Identification (ID) Requirements - International Travel			1										1
Locks	1						1		1		1		4
Locks - Missing or Damaged Lock	1						1		1		1		4
Lost and Found	1		1	2			1	3	1				10
Lost and Found - Airport/TSA	1		1	2			1	3	1				10
Mishandling of Passenger Property	3	4	4	1	1		3	7	2	5	6	4	40
Mishandling of Passenger Property - Damaged	1	1	2		1		2	4	2	3	4	1	21
Mishandling of Passenger Property - Damaged	2	2	2	1			1	3		1	2	3	17
Mishandling of Passenger Property - Disarrayed Item		1								1			2
No Jurisdiction	1	1			1			1	1				5
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP	1	1			1				1				4
Patdown	3	2	2		3	3	4	5	4	1	5	3	35
Patdown - Children							1	1					2
Patdown - Flyer	3	2	2		2	3	3	4	3	1	5	2	30
Patdown - Flyer as Observer					1				1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	1	3	1	1	2	2	6	5	1	1	1	25
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								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	1			1					1			1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						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) - Wheelchair/ Scooter/ Segway			1				1	2	2	1			7
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Pa	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	8	8	8	11	2	7	8	6	4	6	8	5	81
Property - Special Handling - Damaged It	4	2	4	5	1	2	3	4		4			32
Property - Special Handling - Damaged It	2	3	1	1		1	2		1	1			12
Property - Special Handling - Missing Items - Carry-C		1		4	1	2	3	1	1	1	1		15
Property - Special Handling - Missing Item	2	2	3	1		2		1	2		7	2	22
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	7	4	4	9	5	13	10	9	10	12	13	7	103
Screening - Children										1			1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency			1	1	1	1	2	1		1	3	1	12
Screening - Lengthy Lines						3	1	2					6
Screening - Procedures/Process	7	4	3	8	3	9	5	5	10	10	8	6	78
Screening - Retrieving Abandoned/Confiscated Items							2	1			2		5
2023	162	205	183	205	188	210	178	152	133	136	131	140	2,023
Additional Information Required/Insufficient In	1												1
Additional Information Required/Insuffici	1												1
Airline				2			1	2			1		6
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service				2			1	2					5
Civil Rights	4	1	4	1	2	2	1	1	1	1	2		20

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Age										1			1
Civil Rights - Constitutional Rights			1	1									2
Civil Rights - Perceived Religion			1										1
Civil Rights - Race	2				2			1			1		6
Civil Rights - Sex/Gender/Gender Identity	1		2			1	1				1		6
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
Civil Rights - Transgender Screening	1					1							2
Claims							1				1		2
Claims - Status							1				1		2
Customer Service	9	18	10	14	11	14	18	11	10	10	13	13	151
Customer Service - TSO	9	18	10	14	11	14	18	11	10	10	13	13	151
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	121	141	132	144	145	160	116	115	103	96	87	108	1,468
Expedited Passenger Screening Program	1		1								2		4
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	4	6	6		5	2		1	2	1	2	1	30
Expedited Passenger Screening Program	116	134	124	144	140	158	115	114	101	95	83	107	1,431
Expedited Passenger Screening Program - TSA/DHS	1						1						2
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	4	8	4	5	6	9	4	6	6	7	5	7	71
Mishandling of Passenger Property - Dam	1	5	2	3	2	3	2	3	4	2	4	3	34
Mishandling of Passenger Property - Dam	3	3	2	1	2	5	1	3	2	5	1	4	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1	2	1	1						5
No Jurisdiction		2	1	3	4	1	5	2		2	5	2	27
No Jurisdiction - No Referral							1	1			1		3
No Jurisdiction - Refer to CBP		1	1	2	4	1	2	1		1	2	2	17
No Jurisdiction - Refer to Other		1		1			2			1	2		7
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown	3	5	5	2	1	2	1	2	3	3	3	1	31
Patdown - Children	1	1											2
Patdown - Flyer	2	4	5	1	1	1	1		3	3	2	1	24
Patdown - Flyer as Observer				1		1		2			1		5
Persons w/ Disabilities (PWD)	2	2	1	4	3	2	4	1	2	3	1	2	27
Persons w/ Disabilities (PWD) - Autism Spectrum				1		2							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) - Cognitive /Developmental /Ment			1	1									2
Persons w/ Disabilities (PWD) - Diabetes							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						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1				1			1	4
Persons w/ Disabilities (PWD) - Mobility [2				1		1	1					5
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/	1									1			2
Property - Special Handling	4	9	9	8	6	5	5	3	2	3	2	1	57
Property - Special Handling - Damaged It	2	3	4	4	3	4	1	1	1	2	1		26
Property - Special Handling - Damaged Items - Check	1		2	2	1		1						7
Property - Special Handling - Missing Item	2	4	3	2		1	3	1	1	1			18
Property - Special Handling - Missing Items - Checke	1				2			1			1	1	6
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	11	17	14	21	9	15	21	9	6	11	11	5	150
Screening - Children						1							1
Screening - Crew Member or Airline Empl	1	1		2	2		1			1			8
Screening - Inconsistency	1	2	1	2	1		2		1		1		11
Screening - Lengthy Lines		2	1	2		2		1	2	2		1	13
Screening - Procedures/Process	9	9	9	11	6	12	18	7	3	7	10	4	105
Screening - Retrieving Abandoned/Confiscated Items		3	3	4				1		1			12
2024	179	157	160	146	166	176							984
Additional Information Required/Insufficient Inf	1	1											2
Additional Information Required/Insuffici	1	1											2
Airline	1		3		2								6
Airline - Lost Baggage	1				2								3
Airline - Policy/Regulations/Service			3										3
Civil Rights			3	1	6	4							14
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin						1							1
Civil Rights - Not Specified					1								1
Civil Rights - Profiling					1								1
Civil Rights - Race			2	1	2								5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1								2
Civil Rights - Transgender Screening					1	1							2
Claims					1								1
Claims - General					1								1
Customer Service	7	17	16	11	20	18							89
Customer Service - CSM				1		1							2
Customer Service - Others						1							1
Customer Service - TSO	7	17	16	10	20	16							86

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Categories	10-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	136	110	117	108	113	125							709
Expedited Passenger Screening Program	2	1	5	5		5							18
Expedited Passenger Screening Program	134	109	112	103	113	120							691
Hazardous Materials Safety			1	1									2
Hazardous Materials Safety - General			1	1									2
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	7	6	6	6	6	6							37
Mishandling of Passenger Property - Dam	3	1	3	4	3	1							15
Mishandling of Passenger Property - Dam	3	3	2	1	3	5							17
Mishandling of Passenger Property - Disa	1	2	1	1									5
No Jurisdiction				1		4							5
No Jurisdiction - No Referral						2							2
No Jurisdiction - Refer to CBP				1		2							3
No Subject			1	1		1							3
No Subject - General			1	1		1							3
Notice of Violation/Civil Penalties		1				1							2
Notice of Violation/Civil Penalties - General		1				1							2
Patdown	3	3		1	1	2							10
Patdown - Flyer	3	3		1	1	1							9
Patdown - Flyer as Observer													1
Persons w/ Disabilities (PWD)	3	2	1	3	2	5							16
Persons w/ Disabilities (PWD) - Autism Sp	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									4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							3						3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1	1			1	1							4
Property - Special Handling	6	9	7	2	7	4							35
Property - Special Handling - Damaged It	2	3	1		2								8
Property - Special Handling - Damaged It	1		1		1								3
Property - Special Handling - Missing Item	2	5	1	2		2							12
Property - Special Handling - Missing Item	1	1	4		4	2							12
Screening	14	8	3	10	8	6							49
Screening - Crew Member or Airline Empl	1	1			1								3
Screening - Inconsistency	1	1		1	1	1							5
Screening - Lengthy Lines	1	1	1	4	1	2							10
Screening - Procedures/Process	10	5	1	5	5	2							28
Screening - Retrieving Abandoned/Confis	1		1										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
FLO	3	2	3	2			1	1				2	14
2022		1		1				1				2	5
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
2023	2	1		1	1		1						6
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
Screening	1	1											2
Screening - Inconsistency	1												1
Screening - Procedures/Process		1											1
2024	1		2										3
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening 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
FNL	7	3	5	1	9	12		9	6	5	3	4	64
2022					1	3		7	2	2		3	18
Customer Service													1
Customer Service - Others													1
Expedited Passenger Screening Program					1	3		7	2	2			2
Expedited Passenger Screening Program - TSA PreCheck					1	3		7	2	2			2
2023	4	1	5	1	4	3		2	4	3	3	1	31
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3	1	30
Expedited Passenger Screening Program	3	1	5	1	4	3		2	4	3	3	1	30
2024	3	2			4	6							15
Expedited Passenger Screening Program	3	2			4	6							15
Expedited Passenger Screening Program	3	2			4	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
FNT	3	6	14	11	16	13	5	5	3	3	3	5	87
2022	2	4	6	3	8	5	4	3	2		2	3	42
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO			1		1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2	1		2	3	28
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2			2	3	27
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			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				2
Property - Special Handling - Missing Items - Checke		1											1
Screening		1	1			2							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1	1			1							3
2023			2	2	7	5	1	2	1	3	1	2	26
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program			1	2	7	4	1	1	1	2	1	2	22
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck			1	2	7	4	1	1	1	2		2	21
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
2024	1	2	6	6	1	3							19
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Expedited Passenger Screening Program		1	5	4	1	2							13
Expedited Passenger Screening Program - TSA PreC		1	5	4	1	2							13
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction		1											1
No Jurisdiction - No Referral		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
FOD						1		1		2			4
2022								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
2023										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2024						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
FOE					1								1
2023					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
FPR			1									1	2
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2024				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
FSD	27	17	15	22	23	22	19	15	17	9	10	16	212
2022	7	4	4	11	7	6	7	8	7	3	2	11	77
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7	5	1	2	10	63
Expedited Passenger Screening Program - TSA Application Program				3			1	1		1			6
Expedited Passenger Screening Program	6	2	3	7	6	5	5	6	5		2	10	57
Patdown									1	2			3
Patdown - Flyer									1	2			3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening		2		1	1	1	1		1				7
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1							1				2
Screening - Procedures/Process		1			1	1							3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	9	9	3	10	9	12	12	7	10	6	8	5	100
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	7	8	3	9	8	11	10	5	9	3	5	3	81
Expedited Passenger Screening Program - TSA Application Program					1						1		2
Expedited Passenger Screening Program	7	8	3	9	7	11	10	5	9	3	4	3	79
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	1			3
Property - Special Handling		1								1			2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Checked										1			1
Screening	2			1	1	1	1	1		1	2	1	11
Screening - Crew Member or Airline Empl	1				1						1		3
Screening - Inconsistency	1					1	1				1		4
Screening - Procedures/Process				1				1		1		1	4
2024	11	4	8	1	7	4							35
Customer Service			3										3
Customer Service - TSO			3										3
Expedited Passenger Screening Program	10	2	4	1	7	3							27
Expedited Passenger Screening Program	10	2	4	1	7	3							27
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening	1	1	1			1							4
Screening - Procedures/Process	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
FSM	3	2	4	1	2	3	2	2	3	1	6	2	31
2022		1	1			2	1	1	1	1	3		11
Customer Service													1
Customer Service - TSO													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
Persons w/ Disabilities (PWD)			1										3
Persons w/ Disabilities (PWD) - Breast Cancer													1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer													1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening									1	1			2
Screening - Inconsistency									1	1			2
2023	1				1		1	1	2		3	2	11
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program	1									2		1	6
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program	1									2		1	5
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening													1
Screening - Procedures/Process													1
2024	2	1	3	1	1	1							9
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									4
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Patdown						1							1
Patdown - Flyer						1							1
Screening			1										2
Screening - Inconsistency													1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	11	15	11	19	22	12	8	17	5	6	10	7	143
2022		7	3	1	4	3	5	9	1	3	8	5	49
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	5	8	1	2	6	4	41
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	3	3	4	8	1	2	6	4	40
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Screening		1						1			1	1	4
Screening - Inconsistency		1									1		2
Screening - Procedures/Process								1				1	2
2023	4	3	5	9	11	4	3	8	4	3	2	2	58
Customer Service				1	2			3	1				7
Customer Service - TSO				1	2			3	1				7
Expedited Passenger Screening Program	3	3	3	7	8	3	3	4	3	3	2	2	44
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3	3	7	7	3	3	4	3	3	2	2	43
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				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
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
2024	7	5	3	9	7	5							36
Civil Rights		1											1
Civil Rights - Race		1											1
Expedited Passenger Screening Program	7	3	1	7	6	5							29
Expedited Passenger Screening Program - TSA Application Program					1	1							2
Expedited Passenger Screening Program	7	3	1	7	5	4							27
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked				1									1
Screening			1	1	1								3
Screening - Procedures/Process				1	1	1							2
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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			3	1	1	3		1			1		10
2022						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
2023			1			2		1					4
Expedited Passenger Screening Program			1			2		1					4
Expedited Passenger Screening Program - TSA PreCheck			1			2		1					4
2024			2	1	1								4
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

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	1	1	1					2	1	2	11
2022	1			1	1					1	1	1	6
Customer Service					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1									1			2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening													1
Screening - Procedures/Process													1
2023	1	1	1							1		1	5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1			1									2
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	91	80	79	53	71	85	74	47	34	50	62	63	789
2022	25	17	14	12	15	19	33	15	12	21	38	31	252
Airline						1				1			2
Airline - Policy/Regulations/Service						1				1			2
Civil Rights	1	1								1	1		4
Civil Rights - Age											1		1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3	1	2	3	1	1	1	3		2	5	4	26
Customer Service - Others					1								1
Customer Service - TSO	3	1	2	3		1	1	3		2	5	4	25
Expedited Passenger Screening Program	15	12	10	8	9	12	23	7	8	12	27	21	164
Expedited Passenger Screening Program	1									1		1	3
Expedited Passenger Screening Program	1	1				1	1			1			5
Expedited Passenger Screening Program	13	10	10	8	9	11	22	7	8	10	27	20	155
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks	1				2			1	1				5
Locks - Missing or Damaged Lock	1				2			1	1				5
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
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
Patdown							2	1	1				4
Patdown - Children							1	1					2
Patdown - Flyer							1		1				2
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					2	1	1	1	2	2	14
Property - Special Handling - Damaged Items - Carry		1									2		3
Property - Special Handling - Damaged It	2							1					3
Property - Special Handling - Missing Items - Checke		2					2		1	1		2	8
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2		1	1	1	2	5	2	1	3	3	3	24
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines	2				1			1		1		2	7
Screening - Procedures/Process			1	1		1	3	1	1	2	3	1	14
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	40	37	33	24	28	34	41	32	22	29	24	32	376
Civil Rights				1									1
Civil Rights - Age				1									1
Customer Service	6	5	5	1	4	1	1	1	1	3	2	2	32
Customer Service - TCC					1								1
Customer Service - TSO	6	5	5	1	3	1	1	1	1	3	2	2	31
Expedited Passenger Screening Program	28	31	25	20	21	28	31	24	17	18	16	19	278
Expedited Passenger Screening Program - TSA Application Pro	1	1	1					2		1			6
Expedited Passenger Screening Program	28	31	24	19	20	28	31	22	17	17	16	19	272
HAZMAT Endorsement											1		1
HAZMAT Endorsement - General											1		1
Locks								2					2
Locks - Missing or Damaged Lock								2					2
Mishandling of Passenger Property	3		1			3							7
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1					2							3
Mishandling of Passenger Property - Disa	1					1							2
No Jurisdiction											1		1
No Jurisdiction - No Referral											1		1
Patdown					1	1			1	1		2	6
Patdown - Flyer					1	1			1	1		2	6
Persons w/ Disabilities (PWD)						1	1	2		2		1	7
Persons w/ Disabilities (PWD) - Autism Spectrum										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						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Property - Special Handling	2				1				1		1	2	7
Property - Special Handling - Damaged It	1				1							1	3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Item	1											1	2
Screening	1	1	2	2	1		8	3	2	5	3	6	34
Screening - Crew Member or Airline Employee					1						1		2
Screening - Inconsistency			1	1			1	2		2	1	1	9
Screening - International Screening													1
Screening - Lengthy Lines							1			1	1	2	5
Screening - Procedures/Process	1	1	1	1			6	1	2	2		2	17
2024	26	26	32	17	28	32							161
Civil Rights	2			1		3							6
Civil Rights - Race	2			1		2							5
Civil Rights - Transgender Screening						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	3	5	4	4	2							20
Customer Service - CSM						1							1
Customer Service - TSO	2	3	5	4	4	1							19
Expedited Passenger Screening Program	18	17	25	8	21	23							112
Expedited Passenger Screening Program - TSA Application Proc			2	1	1	2							6
Expedited Passenger Screening Program	18	17	23	7	20	21							106
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	1		1		2							5
Mishandling of Passenger Property - Dam	1	1		1		1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1		1	2									4
Patdown - Flyer	1		1	2									4
Persons w/ Disabilities (PWD)						1	2						3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening	2	4		1	2								9
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process	1	3		1	2								7

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	6	5	7	9	6	3	3	1	3		5	52
2022	1	2		1			1						5
Expedited Passenger Screening Program	1	2		1			1						4
Expedited Passenger Screening Program	1	2		1									4
Patdown							1						1
Patdown - Flyer							1						1
2023	2	4	2	3	7	3	2	3	1	3		5	35
Civil Rights			1		1	2							4
Civil Rights - Race					1	2							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1		2	21
Expedited Passenger Screening Program	2	3	1	2	5		2	3		1		2	21
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
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
Screening		1		1					1	1			4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1							1	1			3
2024	1		3	3	2	3							12
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program			2	3	1	2							8
Expedited Passenger Screening Program - TSA PreCheck			2	3	1	2							8
Patdown			1										1
Patdown - Flyer			1										1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	1	1	1	1	1	2		1	2	11
2022					1		1		1			1	3
Customer Service													1
Customer Service - TSO													1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023		1					1		1		1	1	5
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights							1						1
Civil Rights - Race							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
2024			1	1		1							3
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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									1				1
2023									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1

TSA Contact Center Traveler Complaints Report

Categories	10-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	17	10	9	13	9	9	15	6	8	5	9	6	116
2022	3	3	5	1	3	2	6	2	2	2	3	2	34
Airline													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		5	2	2	1	3	2	24
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	2	2		3		5	2	2	1	3	2	23
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction								1			1		2
No Jurisdiction - Refer to Other								1			1		2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Screening							1						1
Screening - Procedures/Process							1						1
2023	4	4	1	6	5	3	9	4	6	3	6	4	55
Customer Service					1	1						1	3
Customer Service - TSO					1	1						1	3
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4	2	43
Expedited Passenger Screening Program	3	4	1	6	4	2	8	3	4	2	4	2	43
Patdown									1	1			2
Patdown - Flyer									1	1			2
Screening	1						1	1	1		2	1	7
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confis	1												1
2024	10	3	3	6	1	4							27
Customer Service	3			2		2							7
Customer Service - TCC	1												1
Customer Service - TSO	2			2		2							6
Expedited Passenger Screening Program	5		3	2		1							11
Expedited Passenger Screening Program	5		3	2		1							11
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown		1				1							3
Patdown - Flyer						1	1						2
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Screening	1	2		1									4
Screening - Inconsistency				1									1
Screening - Procedures/Process	1	2											3

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	2	1	2		1	2			1		1	14
2022	2	2	1				2					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
Property - Special Handling		1							1				2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item		1											1
Screening		1	1					1					3
Screening - Procedures/Process		1	1					1					3
2023										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2024	2			2		1							5
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 - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam		2											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
GNV	13	11	3	14	13	7	6	5	8	4	9	6	99
2022	3	2	1	2	6	2	4	1	6	2	7	3	39
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1	5	1	4	3	26
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	1	1	1	1	2	2	2	1	5	1	4	3	24
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						2
Patdown - General		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					2				1		1		4
Screening - Inconsistency									1		1		2
Screening - Procedures/Process					2								2
2023	7	7	2	6	2		2	4	2	2	2	3	39
Customer Service		1					1			1			3
Customer Service - TSO		1					1			1			3
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1	1	22
Expedited Passenger Screening Program	3	5	1	2	2		1	4	1	1	1	1	22
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 Lug				1							1		2
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening		1	1	2					1			1	6
Screening - Inconsistency				1					1				2
Screening - Procedures/Process		1	1	1								1	4
2024	3	2		6	5	5							21
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program	3	1		2	3	3							12
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	3	1		1	3	3							11
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	11	9	10	9	4	11	4	9	6	9	16	9	107
2022	3	3	1	5	2	3	1	3	2	5	4	7	39
Customer Service		2							1				3
Customer Service - TSO		2							1				3
Expedited Passenger Screening Program	3		1	5	2	3	1	3	1	4	3	5	31
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	3			4	2	3	1	3	1	4	3	5	29
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2023	3	2	4	2		3	3	6	4	4	12	2	45
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	2	4	2		3	3	4	3	3	6	2	34
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	4	2		3	3	4	3	3	6	2	33
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		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening	1									1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process	1										1		2
2024	5	4	5	2	2	5							23
Customer Service	1		1	1	1								4
Customer Service - TSO	1		1	1	1								4
Expedited Passenger Screening Program	4	4	4	1	1	3							17
Expedited Passenger Screening Program	4	4	4	1	1	3							17
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-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	23	29	16	16	22	23	6	15	9	12	14	21	206
2022	5	15	9	4	8	12	3	6	6	8	5	3	84
Civil Rights				2				1				1	4
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1									1
Civil Rights - Race													1
Customer Service		1		1							1		3
Customer Service - TSO		1		1						1			3
Expedited Passenger Screening Program	3	11	6		4	12	2	2	4	6	5	2	57
Expedited Passenger Screening Program - DoD		1				3			1				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	9	6		4	9	2	2	3	6	5	2	51
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
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1	2			1					4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/ε		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
Screening	2		2		1			1	1				7
Screening - Inconsistency	1												1
Screening - Procedures/Process	1		2		1			1	1				6
2023	5	6	5	7	9	4	3	9	3	4	9	18	82
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1		1		1		3			1	1	8
Customer Service - TSO		1		1		1		3			1	1	8
Expedited Passenger Screening Program	4	5	4	5	7	3	3	4	3	4	8	11	61
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - TSA Application Proq			1		1								2
Expedited Passenger Screening Program	4	5	3	5	6	3	3	4	3	4	8	10	58
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												2	2
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening			1		1								2
Screening - Inconsistency													1
Screening - Procedures/Process			1		1								1
2024	13	8	2	5	5	7							40
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Expedited Passenger Screening Program	10	6	2	5	2	7							32
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	10	5	2	5	2	7							31
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1	1											2
Patdown					1								1
Patdown - Flyer					1								1
Screening	1				1								2
Screening - Procedures/Process	1				1								2

TSA Contact Center Traveler Complaints Report

Categories	10-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	8	9	12	4	11	10	10	5	4	6	9	5	93
2022	3	2	3	3	5	2	7	4	3	3	6	4	45
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service	1				1		2	1					6
Customer Service - TSO	1				1		2	1					6
Expedited Passenger Screening Program	2	1	2	2	3	2	4	3	3	3	6	3	34
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Prog			1				1			1			3
Expedited Passenger Screening Program	2	1	1	2	3	2	3	2	3	2	6	3	30
Locks			1										1
Locks - Missing or Damaged Lock			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
2023	1	5	4	1	5	7	3	1	1	3	3	1	35
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		5	3	1	5	7	3			3	3	1	31
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	5	7	2			3	3	1	30
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening								1	1				2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									1				1
2024	4	2	5		1	1							13
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	4	2	3		1	1							11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	2	3		1	1							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
GRI	3	4	4	3	1	7	5	1	1	4	1		34
2022				1		4	1		1		1		8
Expedited Passenger Screening Program				1		4	1		1		1		7
Expedited Passenger Screening Program - TSA PreCheck				1		4	1				1		7
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2023		2	2	2	1	1	4	1		4			17
Expedited Passenger Screening Program		2	2	2	1	1	3	1		3			13
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program - TSA PreC		2	1		1	1	3	1		3			12
Patdown				2									2
Patdown - Children				1									1
Patdown - Flyer				1									1
Screening							1			1			2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	3	2	2			2							9
Civil Rights	2	1											3
Civil Rights - Age	2												2
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			2			2							4
Expedited Passenger Screening Program - TSA PreCheck			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
GRK		1	7	5	4	2	3	4	2	2	4	5	39
2022			2		2	2	1	2	2	2	3	1	17
Customer Service						1	1				1		3
Customer Service - TSO						1	1				1		3
Expedited Passenger Screening Program			2		2			2	2	2	1	1	12
Expedited Passenger Screening Program - TSA PreCheck			2		2			2	2	2	1	1	12
Screening						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1
2023		1	4	3	2		2	2			1	4	19
Customer Service					2			1			1		4
Customer Service - TSO					2			1			1		4
Expedited Passenger Screening Program		1	4	2			2	1				3	13
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck			4	2			2	1				3	12
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening				1									1
Screening - Crew Member or Airline Employee				1									1
2024			1	2									3
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

TSA Contact Center Traveler Complaints Report

Categories	10-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	61	55	54	59	71	63	60	35	34	35	43	37	607
2022	7	10	12	11	18	27	33	13	18	28	26	19	222
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Customer Service		3					1	1		1	1		7
Customer Service - TSO		3					1	1		1	1		7
Expedited Passenger Screening Program	5	7	10	10	13	26	31	12	17	24	18	16	189
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1				1				1	1		2	6
Expedited Passenger Screening Program	4	7	10	10	12	26	31	12	16	21	18	14	181
Mishandling of Passenger Property	1				1				1		2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1		1	2	5
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						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) - 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							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
Screening						1				2	2		5
Screening - Inconsistency										1			1
Screening - Procedures/Process						1				1	2		4
2023	30	28	29	25	26	22	27	22	16	7	17	18	267
Civil Rights		1					1						2
Civil Rights - Race		1					1						2
Customer Service	1	2	1		2		1		2		1		10
Customer Service - TSO	1	2	1		2		1		2		1		10
Expedited Passenger Screening Program	28	23	27	21	22	19	23	21	11	6	11	17	229
Expedited Passenger Screening Program - TSA Appl	2				1								3
Expedited Passenger Screening Program	28	21	27	21	21	19	23	21	11	6	11	17	226
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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked									1				2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown				2							1		3
Patdown - Flyer				1							1		2
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1						1						2
Persons w/ Disabilities (PWD) - Internal Mobility	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				2	1	1		1				1	6
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Missing Items - Carry-On				1				1				1	3
Screening		1				1	1		2	1	3		9
Screening - Inconsistency						1			1				2
Screening - Procedures/Process		1					1		1	1	3		7
2024	24	17	13	23	27	14							118
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	1	1		1	1								4
Customer Service - TSO	1	1		1	1								4
Expedited Passenger Screening Program	21	14	8	18	25	12							98
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	21	14	8	18	24	12							97
Intranet/Internet Inquiries			1										1
Intranet/Internet Inquiries - General			1										1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	3	2									7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2	1	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling	2		1	1									4
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening					1								1
Screening - Children					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		2			1	2	1		1	1			8
2022						2	1		1	1			3
Expedited Passenger Screening Program						2	1		1	1			2
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
2023		1					1		1				3
Expedited Passenger Screening Program		1					1		1				2
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
2024		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
GSO	29	34	33	32	28	48	30	26	24	22	24	32	362
2022	8	10	13	7	12	25	16	10	15	10	8	11	145
Civil Rights					1	2	2						5
Civil Rights - Age							1						1
Civil Rights - Profiling						1							1
Civil Rights - Race						1	1						2
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	2		1			1	1		1	1		1	8
Customer Service - TSO	2		1			1	1		1	1		1	8
Expedited Passenger Screening Program	5	7	7	6	8	19	11	8	12	8	7	9	107
Expedited Passenger Screening Program	1	2				2							5
Expedited Passenger Screening Program	4	5	7	6	8	17	11	8	12	8	7	9	102
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/Missi		1					1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown						1							1
Patdown - Children						1							1
Persons w/ Disabilities (PWD)			1			1							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling	1	2	3	1	2			1	1			1	12
Property - Special Handling - Damaged It	1	1	1	1	2							1	7
Property - Special Handling - Damaged Items - Checked			2						1				3
Property - Special Handling - Missing Items - Checke		1						1					2
Screening					1	1	1		1		1		5
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1		1		1		3
2023	10	14	8	11	6	15	14	16	9	12	16	21	152
Civil Rights								1			1		2
Civil Rights - Perceived Religion											1		1
Civil Rights - Race								1					1
Customer Service	1		2	1		2	2	1			2	3	14
Customer Service - Others												1	1
Customer Service - TSO	1		2	1		2	2	1			2	2	13
Expedited Passenger Screening Program	9	12	4	8	6	10	8	10	9	9	9	16	110
Expedited Passenger Screening Program	1			1		2			1				5
Expedited Passenger Screening Program	8	12	4	7	6	8	8	10	8	9	9	16	105
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/Missi		1								1	1		3
No Jurisdiction			1							1			2
No Jurisdiction - Refer to Other			1							1			2
Patdown						1		3					4
Patdown - Flyer						1		3					4
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					1					2
Property - Special Handling				2		1	1			1	1		6
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
Screening						1	3				1	1	6
Screening - Children												1	1
Screening - Inconsistency							1						1
Screening - Procedures/Process						1	2				1		4
2024	11	10	12	14	10	8							65
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service				1	2	2							5
Customer Service - TSO				1	2	2							5
Expedited Passenger Screening Program	7	8	11	10	5	3							44
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	7	8	11	9	5	3							43
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 - Damaged/Missing Items--Carry-on Luggage					1	1							2
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Medical [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 It	1												1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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									3
Screening - Inconsistency		1											1
Screening - Procedures/Process		1		1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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	50	51	43	52	38	68	38	42	48	20	48	39	537
2022	15	15	11	16	14	19	18	20	31	10	29	20	218
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				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			2		3					3	1	10
Customer Service - Others				1									1
Customer Service - TSO	1			1		3					3	1	9
Expedited Passenger Screening Program	12	14	9	11	12	15	17	17	25	10	19	15	176
Expedited Passenger Screening Program - TSA Appl		2		1	1			2			3		9
Expedited Passenger Screening Program	12	12	9	10	11	15	17	15	25	10	16	15	167
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							4	2	7
Mishandling of Passenger Property - Damaged/Missing Items--C				1							1	2	4
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				2	1	4
Patdown - Flyer							1				2	1	4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling	1			1				2	2				6
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Item	1			1				2					4
Screening	1			1				1	3		1	1	8
Screening - Inconsistency											1		1
Screening - Lengthy Lines	1											1	2
Screening - Procedures/Process				1				1	3				5
2023	20	19	20	23	17	17	20	22	17	10	19	19	223
Civil Rights		1					1	2	1				5
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Race							1	2	1				4
Customer Service		2	1	1	1	1	1	1	2	1			11
Customer Service - TSO		2	1	1	1	1	1	1	2	1			11
Expedited Passenger Screening Program	18	13	16	19	14	16	12	12	11	6	14	14	165
Expedited Passenger Screening Program - TSA Appl		1	1								1		3
Expedited Passenger Screening Program	18	12	15	19	14	16	12	12	11	6	13	14	162
Mishandling of Passenger Property				1			1		1		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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction							1	1					2
No Jurisdiction - No Referral							1	1					2
Patdown	1	2					2	2				1	8
Patdown - Flyer		2					2	2				1	7
Patdown - General	1												1
Persons w/ Disabilities (PWD)								1	1			1	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
Property - Special Handling			1	1						1	1	1	5
Property - Special Handling - Damaged Items - Carry-On			1							1		1	3
Property - Special Handling - Missing Items - Checked				1							1		2
Screening	1	1	2	1	2		2	3	1	2	3	2	20
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1		1							1		1	4
Screening - Procedures/Process		1	1	1	2		2	2		1	3	1	14
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	15	17	12	13	7	32							96
Customer Service			1	4	1	3							9
Customer Service - CSM						1							1
Customer Service - TSO			1	4	1	2							8
Expedited Passenger Screening Program	12	15	8	6	5	23							69
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	12	15	8	6	5	22							68
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	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) - Visual Impairment				1									1
Property - Special Handling				1		3							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	2	2	3	1		2							10
Screening - Inconsistency		1	3			1							5

TSA Contact Center Traveler Complaints Report

Categories	10-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		1							4
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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						3	1		5
2022				1						2	1		4
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Screening										1	1		2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023										1			1
Customer Service										1			1
Customer Service - TSO										1			1

TSA Contact Center Traveler Complaints Report

Categories	10-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	8	4	5	11	4	5	7	7	4	4	5	2	66
2022	2	1	1	3	2	4	5	4	2	1	3	2	30
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
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) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2023	3	1	4	6	1		2	3	2	3	2		27
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
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		2	4	1			3	2	1	2		16
Expedited Passenger Screening Program	1		2	4	1			3	2	1	2		16
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown										1			1
Patdown - Flyer										1			1
Screening	1			1			2			1			5
Screening - Inconsistency							1						1
Screening - Procedures/Process	1			1			1			1			4
2024	3	2		2	1	1							9
Expedited Passenger Screening Program	3	2		1	1	1							8
Expedited Passenger Screening Program	3	2		1	1	1							8
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	1	6	2	2	6	3		3	2	2	1	32
2022		1	1		1	2	2		2	1	1	1	12
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	1		1	1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck					1	1	1		1	1	1	1	7
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
Screening - Procedures/Process						1							1
2023	4		2			1	1		1	1	1		11
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Expedited Passenger Screening Program	1		1				1		1	1	1		6
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Screening		2											2
Screening - Inconsistency		1											1
Screening - Procedures/Process		1											1
2024			3	2	1	3							9
Expedited Passenger Screening Program			1	1	1								3
Expedited Passenger Screening Program - TSA PreCheck			1	1	1								3
No Subject			1										1
No Subject - General			1										1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Screening								3					3
Screening - Procedures/Process								3					3

TSA Contact Center Traveler Complaints Report

Categories	10-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		4	1	2	4	1	2	1	4	1	1	22
2022					1	1	1	2		2	1	1	9
Expedited Passenger Screening Program								1	2		1	1	7
Expedited Passenger Screening Program - TSA PreCheck								1	1	2	1	1	6
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Patdown					1	1							2
Patdown - Children							1						1
Patdown - Flyer					1								1
2023			1		1	1			1	2			6
Expedited Passenger Screening Program			1		1	1			1	2			6
Expedited Passenger Screening Program - TSA PreCheck			1		1	1			1	2			6
2024	1		3	1		2							7
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
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1			1							2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	10	16	12	12	16	18	13	15	11	10	13	18	164
2022				3	2	8	6	10	7	6	8	14	64
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Expedited Passenger Screening Program				3	2	8	6	10	6	6	7	13	61
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD						3		1	1	2			7
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck				3	2	5	6	8	5	3	6	13	51
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
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 CBP											1		1
2023	6	10	8	6	6	6	7	5	4	4	5	4	71
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	5	9	8	6	6	5	6	5	3	4	4	4	65
Expedited Passenger Screening Program - DoD			1		1	1		1					4
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	4	9	7	6	5	4	6	4	3	3	4	4	59
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii		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
Property - Special Handling - Damaged It	1												1
Screening											1		1
Screening - Procedures/Process											1		1
2024	4	6	4	3	8	4							29
Expedited Passenger Screening Program	3	5	4	3	7	3							25
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	4	4	3	7	3							24
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		1											1
Property - Special Handling - Missing Item	1												1
Screening								1					1
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	6	8	16	16	11	4	3	2	6	7	3	86
2022		5	3	4	2	5	2	1	2		3	3	30
Expedited Passenger Screening Program		2	1	3		4	2	1	2		3	2	21
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		2	1	3		4	2	1	2		3	2	20
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missii			2										2
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown							1						2
Patdown - Children							1						1
Patdown - Flyer												1	1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening					1								2
Screening - Inconsistency				1									1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023			2	3	5	4	2	2		6	4		28
Airline												1	1
Airline - Lost Baggage											1		1
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Expedited Passenger Screening Program				2	4	2	2	1		6	3		20
Expedited Passenger Screening Program - TSA PreCheck				2	4	2	2	1		6	3		20
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening				1	1			1					3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1				1					2
2024	4	1	3	9	9	2							28
Civil Rights				1									1
Civil Rights - National Origin				1									1
Customer Service			1	3	4	1							9
Customer Service - CSM				1									1
Customer Service - TSO			1	2	4	1							8
Expedited Passenger Screening Program	3	1	1	4	4	1							14
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	3	1	1	4	2	1							12
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	1	3	1	3		2		1	1		2	15
2022	1			1	2		1			1		1	7
Expedited Passenger Screening Program					2		1						4
Expedited Passenger Screening Program - TSA PreCheck					2		1						4
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
2023			1		1		1		1			1	5
Expedited Passenger Screening Program									1				2
Expedited Passenger Screening Program - TSA PreCheck									1				2
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checkl			1										1
Screening						1							1
Screening - Procedures/Process						1							1
2024				3									3
Expedited Passenger Screening Program				3									3
Expedited Passenger Screening Program - TSA PreCheck				3									3

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	2	1	1		2				1	1	1	12
2022	1	1	1	1								1	5
Customer Service	1												2
Customer Service - Others	1												1
Customer Service - TSO													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
2023	1	1				1				1	1		5
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
2024	1					1							2
Screening	1					1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	9	6	7	6	5	2	4	5	12	5	4	69
2022		3	2	3	1	1	1	1	2	11	3	2	30
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1		2	11	3	2	24
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreC		1	2	1	1		1		2	11	3	1	23
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
2023	2	2	1		4	2	1	3	3	1	2	2	23
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1											2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											2
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Expedited Passenger Screening Program	2	1	1		1	1	1	3	2	1		1	14
Expedited Passenger Screening Program - TSA Application Program					1				1	1			3
Expedited Passenger Screening Program	2	1	1			1	1	3	1			1	11
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Patdown											1		1
Patdown - Flyer											1		1
Screening					2								2
Screening - Procedures/Process					2								2
2024	2	4	3	4	1	2							16
Civil Rights			2										2
Civil Rights - Not Specified			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	2	3		4	1	2							12
Expedited Passenger Screening Program	2	3		4	1	2							12
Screening		1	1										2
Screening - Inconsistency			1										1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	229	261	282	231	237	286	208	232	205	198	173	205	2,747
2022	39	62	80	67	86	100	88	97	108	90	86	104	1,007
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2				2	1	2	4	18
Civil Rights - Age			1										1
Civil Rights - National Origin												1	1
Civil Rights - Race									2		2	3	7
Civil Rights - Racial Profiling or Discrimination	1		2	1	2								6
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims				1							1		2
Claims - General				1									1
Claims - Status											1		1
Customer Service	9	10	4	7	9	6	13	6	7	9	7	5	92
Customer Service - Others		1											1
Customer Service - TSO	9	9	4	7	9	6	13	6	7	9	7	5	91
Expedited Passenger Screening Program	22	41	57	46	65	75	63	74	89	68	66	82	748
Expedited Passenger Screening Program - Active Duty		1		1									2
Expedited Passenger Screening Program - DoD			1		2	3	1	1	3	2	2	2	18
Expedited Passenger Screening Program - Expedited	4	5	2	1	3	7	3	2	1	2	6	2	38
Expedited Passenger Screening Program - TSA/DHS	18	34	54	43	60	65	58	71	84	63	58	78	686
Expedited Passenger Screening Program - TSA/DHS		1					1		1	1			4
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic				1		1							2
Locks	1		1				1	1	1				5
Locks - General	1								1				2
Locks - Missing or Damaged Lock			1				1	1					3
Mishandling of Passenger Property	1		2	1	2	2	2	2		1	2	5	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1		1		1	1			2	4	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1			1	1	1	2	1		1		1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			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				1	3	2	1	2		14
Patdown - Flyer			3				1	3	2	1	2		12
Patdown - General		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	2		2		2	1	1	1	2			12
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General				2				1					3
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) - Mobility Disability (Not Wheelchair or Scooter)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	3	4	2	1	3	2	3	3	3	1	2	28
Property - Special Handling - Damaged Items - Carry-On			1	1	1	2		2			1	1	9
Property - Special Handling - Damaged Items - Checked		3	3			1	1		1				9
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1			1			1		2	3			9
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening	3	4	3	5	7	10	5	7	3	5	4	5	61
Screening - Inconsistency						3	3				2	1	9
Screening - Lengthy Lines	1	1		2	4	3		1	1				13
Screening - Procedures/Process	2	3	3	3	3	4	2	6	1	5	2	4	38
Screening - Shoe Screening									1				1
2023	87	115	117	106	92	107	120	135	97	108	87	101	1,272
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - Airline		1											1
Airline					1				1		1		3
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service									1		1		2
Civil Rights	1	1	1	1		1	1	2	1	3	2	1	15
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion										1			1
Civil Rights - Profiling											1		1
Civil Rights - Race	1	1					1			2			5
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1		1	1	4
Civil Rights - Transgender Screening			1										1
Claims								1					1
Claims - Status								1					1
Customer Service	3	9	8	9	8	9	14	15	8	9	8	5	105
Customer Service - Others								1	1				2
Customer Service - TCC								1					1
Customer Service - TSO	3	9	8	9	8	9	14	13	7	9	8	5	102
Expedited Passenger Screening Program	76	90	89	82	73	82	85	105	76	69	59	79	965
Expedited Passenger Screening Program - Active Duty		1				1				1			3
Expedited Passenger Screening Program - Expedited	2		1	1	1	1		1			1	2	10
Expedited Passenger Screening Program - TSA/DHS	4	5	5		2	1		1	2			4	24
Expedited Passenger Screening Program - TSA/DHS	70	82	83	81	70	79	85	103	74	67	58	73	925
Expedited Passenger Screening Program - TSA/DHS		2								1			3

TSA Contact Center Traveler Complaints Report

Categories	10-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			3			1	1	1			1		7	
Locks - Missing or Damaged Lock			3			1	1	1			1		7	
Mishandling of Passenger Property		3	2	5	2	2			2	8		3	27	
Mishandling of Passenger Property - Damaged		1	1	1	1	1			1	5		1	12	
Mishandling of Passenger Property - Damaged		2	1	4	1	1			1	2		2	14	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1	
No Jurisdiction				1	1					2	1		5	
No Jurisdiction - Refer to CBP					1					2	1		4	
No Jurisdiction - Refer to Other				1									1	
Patdown			3	1	2	2	2	3	1	1	3		20	
Patdown - Flyer			3	1	2	1	2	3	1	1	3		19	
Patdown - Flyer as Observer						1							1	
Persons w/ Disabilities (PWD)			1	1	3	1	2	4		3	5	2	22	
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	2	
Persons w/ Disabilities (PWD) - General							2						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 Medication				1		1	2		1	1	1	1	7	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)				1							1		2	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1	
Property - Special Handling		3	1	2		3	2	3	3	2	4	2	3	28
Property - Special Handling - Damaged Items - Carry			1						1	2	1		1	6
Property - Special Handling - Damaged Items - Checked				1		1		1	1	1	1	1	1	7
Property - Special Handling - Missing Items		3					2	2			1	1	1	9
Property - Special Handling - Missing Items - Checked				1		2			1		2			6
Request for Assistance			1									1		2
Request for Assistance - Other												1		1
Request for Assistance - Wounded Warrior (MSIJSO)			1											1
Screening		1	3	9	6	4	6	9	7	6	7	7	6	71
Screening - Crew Member or Airline Employee				2				2						4
Screening - Inconsistency		1		2	2	1	1	2	1		2		3	15
Screening - International Screening											1			1
Screening - Lengthy Lines			2		1	1	2			2	1	1		10
Screening - Procedures/Process			4	3	2	3	5	6	4	3	3	3	3	36
Screening - Retrieving Abandoned/Confiscated Items			1	1								3		5
2024	103	84	85	58	59	79								468
Civil Rights		2	3	2	4									11
Civil Rights - Constitutional Rights				1										1
Civil Rights - National Origin					1									1
Civil Rights - Profiling			1											1
Civil Rights - Race		1	2		1									4
Civil Rights - Sex/Gender/Gender Identity		1		1	2									4
Claims					1									1
Claims - Status					1									1
Customer Service		2	9	9	11	10	14							55
Customer Service - TCC				1										1
Customer Service - TSO		2	9	8	11	10	14							54
Expedited Passenger Screening Program		80	58	62	30	38	54							322
Expedited Passenger Screening Program - DoD			1											1
Expedited Passenger Screening Program		1	2	3	3	2								11
Expedited Passenger Screening Program		79	55	59	27	36	54							310
Locks					1	2								3
Locks - Missing or Damaged Lock					1	2								3
Mishandling of Passenger Property		3	3	3	4	1	1							15
Mishandling of Passenger Property - Damaged		2			2		1							5
Mishandling of Passenger Property - Damaged		1	3	3	2	1								10
No Jurisdiction			1											1
No Jurisdiction - No Referral			1											1
Patdown		4		2		3	2							11
Patdown - Children		2		1										3
Patdown - Flyer		1		1		3	2							7
Patdown - General		1												1
Persons w/ Disabilities (PWD)		2	1	1	2	1	2							9
Persons w/ Disabilities (PWD) - Autism Spectrum		1												1
Persons w/ Disabilities (PWD) - Diabetes					2									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices			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				1									1	2
Property - Special Handling		5	6	3	4	1	2							21
Property - Special Handling - Damaged Items		2	1		2		2							7
Property - Special Handling - Damaged Items		1	2		1									4
Property - Special Handling - Missing Items		2	1	1		1								5
Property - Special Handling - Missing Items - Checked			2	2	1									5
Screening		5	3	3	1	3	4							19
Screening - Crew Member or Airline Employee				1										1
Screening - Inconsistency					1									1
Screening - International Screening				1										1
Screening - Lengthy Lines		1												1
Screening - Procedures/Process		4	3	1		3	4							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
HOB			1	3	1	1			2	2	3	1	14
2022			1	2					2				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
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1									1
Screening - Inconsistency				1									1
2023					1				2	3	1		7
Civil Rights									2	1			3
Civil Rights - Profiling									1				1
Civil Rights - Race									1				1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Expedited Passenger Screening Program					1					1	1		3
Expedited Passenger Screening Program - TSA PreCheck					1					1	1		3
Screening											1		1
Screening - Procedures/Process											1		1
2024				1				1					2
Customer Service				1				1					2
Customer Service - TSO				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
HOU	173	176	152	141	135	190	108	100	101	105	134	147	1,662
2022	35	50	41	32	32	57	54	45	50	50	66	49	561
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	2		1	1		2	1					1	8
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1		1										2
Civil Rights - Race						2						1	3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening							1						1
Customer Service	2	15	6	4	4	7		4	8	6	11	8	75
Customer Service - Others		2									1		3
Customer Service - TSO	2	13	6	4	4	7		4	8	6	10	8	72
Expedited Passenger Screening Program	18	24	24	17	16	25	37	29	37	29	43	27	326
Expedited Passenger Screening Program - DoD							1		1				2
Expedited Passenger Screening Program - TSA Appl		3	2	1	1		2		1	2	3	1	16
Expedited Passenger Screening Program	18	21	22	16	15	25	34	29	35	27	40	26	308
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
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	1	2			3	2	1		1	3		14
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	2	1		1	1		7
Mishandling of Passenger Property - Dam	1	1				2					1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1								1		2
No Jurisdiction				1				1			1		3
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown	3	1		2	1	3	2	1		1		3	17
Patdown - Flyer	3			2	1	3	2	1		1		3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2			3	2	3	2		1	2	1	1	17
Persons w/ Disabilities (PWD) - Diabetes				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			1			3
Persons w/ Disabilities (PWD) - Mobility [1			1	1				1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Wheelcha	1				1	1						1	4
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	3	2	1	5	1	2	31
Property - Special Handling - Damaged Items - Carry		1	2		2	1	2					2	10
Property - Special Handling - Damaged Items - Check		2						1		2			5
Property - Special Handling - Missing Item	1			1	1	1	1	1	1	2			9
Property - Special Handling - Missing Item	2	1	1			1				1	1		7
Screening	4	2	3	3	6	11	6	6	1	6	6	7	61
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1					1	4		3		1	10
Screening - Lengthy Lines			2	1	2	3	1				1	1	11
Screening - Procedures/Process	4	1	1	2	3	7	3	2		3	4	5	35
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
2023	64	52	50	60	42	61	54	55	51	55	68	98	710
Additional Information Required/Insufficient Information				1					1				2
Additional Information Required/Insufficient Information - EMAIL ONLY				1					1				2
Civil Rights	2		3			1	1	1			1		9
Civil Rights - Race	1					1	1				1		4
Civil Rights - Sex/Gender/Gender Identity	1		2										3
Civil Rights - Transgender Screening			1					1					2
Claims													1
Claims - General													1
Customer Service	6	5	3	7	6	6	10	8	3	9	21	16	100
Customer Service - TSO	6	5	3	7	6	6	10	8	3	9	21	16	100
Expedited Passenger Screening Program	44	41	31	38	27	36	31	36	37	36	30	58	445
Expedited Passenger Screening Program	2				1		2	1	1	1		1	9
Expedited Passenger Screening Program	42	41	31	38	26	36	29	35	36	35	30	57	436
Locks	1					2			2				5
Locks - Missing or Damaged Lock	1					2			2				5
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1	2	2	3		4		1	1	3	4	3	24
Mishandling of Passenger Property - Damaged/Missin		1	2	1		3				2	2	2	13
Mishandling of Passenger Property - Dam	1	1		2		1		1	1	1	2	1	11
No Jurisdiction	1					1	2	2					6
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1					1	1						3
No Jurisdiction - Refer to Other							1						1
Patdown				1	2	1	1	1			2	2	10
Patdown - Flyer					2	1	1	1			2	2	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
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			3		2		1	2	3	1	1	14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes				2		1			1	1			5
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Respirator	1					1							2
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1		1	2
Property - Special Handling	3	3	4	5	2	2	3	2	1	1	2	5	33
Property - Special Handling - Damaged Items	2		2	1			3						10
Property - Special Handling - Damaged Items - Checked						1				1		1	3
Property - Special Handling - Missing Items - Carry-C		2	1	1	2	1		1	1		2		11
Property - Special Handling - Missing Items	1	1	1	3				1				2	9
Screening	5	1	7	2	5	6	6	3	4	3	7	11	60
Screening - Inconsistency			2		1		1		1	2	3	2	12
Screening - Lengthy Lines	1				1								4
Screening - Procedures/Process	4	1	5	2	3	6	5	3	3	1	4	7	44
2024	74	74	61	49	61	72							391
Civil Rights			1	2	2								7
Civil Rights - Race		1		2	2								5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	9	16	18	13	16	14							86
Customer Service - Others			1										1
Customer Service - TCC			1										1
Customer Service - TSO	9	16	16	13	16	14							84
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	45	36	23	23	23	45							195
Expedited Passenger Screening Program - Children Under 12					1								1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		1					1						2
Expedited Passenger Screening Program	45	34	23	23	22	44							191
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	3	6	6	2							20
Mishandling of Passenger Property - Damaged	1	1	2	3									7
Mishandling of Passenger Property - Damaged	2	4	1	2									9
Mishandling of Passenger Property - Damaged/Missing Items--U		1			1	1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1		2	1	1								5
No Jurisdiction - No Referral			2										2
No Jurisdiction - Refer to CBP				1	1								2
No Jurisdiction - Refer to Other	1												1
Patdown	1	4		2									7
Patdown - Flyer	1	4		2									7
Persons w/ Disabilities (PWD)	2	3	1		1								7
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Equipment	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	1										2
Property - Special Handling	2	3	4	1	2	4							16
Property - Special Handling - Damaged Items - Carry		1	1	1		1							4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1	1		1	2							5
Property - Special Handling - Missing Items	2	1	2			1							6
Request for Assistance													1
Request for Assistance - Other						1							1
Screening	11	9	4	4	9	6							43
Screening - Children	1												1
Screening - Inconsistency	2	3		1	2	3							11
Screening - Lengthy Lines	2		1		1	1							5
Screening - Procedures/Process	6	5	3	2	4	2							22
Screening - Retrieving Abandoned/Confiscated Items				1	2								3
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
HPN	50	56	45	61	52	62	41	36	45	34	28	32	542
2022	11	11	5	8	9	8	10	11	23	16	17	18	147
Customer Service		1			1		1		1	1		1	6
Customer Service - TSO		1			1		1		1	1		1	6
Expedited Passenger Screening Program	11	9	5	7	8	8	8	9	20	12	16	14	127
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Appl		1						1	1		2		5
Expedited Passenger Screening Program	11	8	5	7	8	8	8	8	18	12	14	14	121
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 Bag				1			1		1				3
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
Property - Special Handling - Missing Items - Checked								1					1
Screening								1				2	5
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process								1		1		1	3
2023	17	27	29	28	26	36	31	25	22	18	11	14	284
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1	1	1	2		1	1		1	1		10
Customer Service - TSO	1	1	1	1	2		1	1		1	1		10
Expedited Passenger Screening Program	16	24	26	27	22	32	23	16	18	10	8	14	236
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program - TSA Appl		3	1	3		1						1	9
Expedited Passenger Screening Program	16	21	25	24	21	31	23	16	18	10	7	13	225
Mishandling of Passenger Property			1				1	1		2			5
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1			2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction							1			1			2
No Jurisdiction - No Referral										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			1	1			4
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
Property - Special Handling							3	1			1		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							2						2
Screening		1			1	3	2	6	3	2			18
Screening - Inconsistency								1	1				2
Screening - International Screening										1			1
Screening - Lengthy Lines						1	2	2	1				6
Screening - Procedures/Process		1			1	2		3	1	1			9
2024	22	18	11	25	17	18							111
Customer Service	1	1	2		1	2							7
Customer Service - TSO	1	1	2		1	2							7
Expedited Passenger Screening Program	17	16	8	23	14	13							91
Expedited Passenger Screening Program - TSA Application Pro			1	2	1								4
Expedited Passenger Screening Program	17	16	7	21	13	13							87
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 - Damaged/Missing Items--Checked Bag				1									1
Patdown	2			1	1								4
Patdown - Flyer	2			1	1								4
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1		1				2						4
Screening - Inconsistency	1						1						2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	9	9	10	8	14	12	6	8	8	6	9	9	108
2022	2	2	5	5	2	5	5	4	6	3	3	3	45
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1				1			1	1		4
Customer Service - TSO			1				1			1	1		4
Expedited Passenger Screening Program	2	1	3	5	2	3	1	2	3	2	1	2	27
Expedited Passenger Screening Program	1		1	1	1								4
Expedited Passenger Screening Program	1	1	2	4	1	3	1	2	3	2	1	2	23
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Mishandling of Passenger Property			1						1			1	3
Mishandling of Passenger Property - Damaged/Missi		1							1			1	3
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
Property - Special Handling - Missing Items - Checked									1				1
Screening			1				1	1	2		1		6
Screening - Inconsistency									1				1
Screening - Procedures/Process			1				1	1	1		1		5
2023	3	3	3		6	4	1	4	2	3	6	6	41
Civil Rights	2												2
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1												1
Customer Service		2	1				1	2	1		2		9
Customer Service - TSO		2	1				1	2	1		2		9
Expedited Passenger Screening Program	1	1	2		5	3				2	2	4	20
Expedited Passenger Screening Program	1	1	2		5	3				2	2	4	20
Mishandling of Passenger Property									1		1	2	4
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
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							1		1		1		3
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process									1		1		2
2024	4	4	2	3	6	3							22
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	3	2	1	3	3							14
Expedited Passenger Screening Program	2	3	2	1	3	3							14
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam		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 - Damaged Items - Carry		1											1
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
HSV	33	40	40	31	29	52	27	33	30	24	35	27	401
2022	4	9	4	5	6	19	13	16	9	12	16	18	131
Customer Service	1			1		1	2						5
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14	8	9	13	18	112
Expedited Passenger Screening Program	2							2		1	1		6
Expedited Passenger Screening Program - TSA Appl		2		2	1	1	1	1			1	3	12
Expedited Passenger Screening Program	1	7	4	2	4	14	9	11	8	8	11	15	94
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								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 - Damaged Items - Checked								1					1
Screening					1	3	1		1	1	3		10
Screening - Procedures/Process					1	3	1		1	1	3		10
2023	18	20	13	16	10	16	14	17	21	12	19	9	185
Civil Rights						2					1		3
Civil Rights - Age											1		1
Civil Rights - Not Specified						1							1
Civil Rights - Race						1							1
Customer Service	1	3	1		1		1	1	1		1	1	11
Customer Service - TSO	1	3	1		1		1	1	1		1	1	11
Expedited Passenger Screening Program	15	17	12	11	6	12	13	14	18	9	12	7	146
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA Application Program								2		1			3
Expedited Passenger Screening Program	15	17	12	10	6	12	13	12	18	8	12	7	142
Mishandling of Passenger Property	2							1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1							1					2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disposition	1												1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling					1				1		2		4
Property - Special Handling - Damaged Items - Carry-On											2		2
Property - Special Handling - Missing Items - Checked					1				1				2
Screening				3	2	2		1	1	2	2	1	14
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency									1		1		2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process				2	1	1		1		2	1		8
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	11	11	23	10	13	17							85
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service	1		3	2	2	3							11
Customer Service - CSM			1										1
Customer Service - TSO	1		2	2	2	3							10
Expedited Passenger Screening Program	6	10	17	6	9	14							62
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	6	10	16	6	9	12							59
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) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening	3		1	1	2								7
Screening - International Screening					1								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
HTS	3	3	8	3	2	2	3	2	3	4	1	4	38
2022			2	3	2	2	3	2	3	4	1	4	10
Customer Service			1						1				1
Customer Service - TSO			1						1				1
Expedited Passenger Screening Program			1					1	2				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1					1	1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2023		2	2	1			2			4	1	2	14
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Expedited Passenger Screening Program		1	2				1			3		1	8
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck			2				1			3		1	7
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		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) - Metal Implants (joint)										1			1
Screening													1
Screening - Procedures/Process													1
2024	3	1	4	2	2	2							14
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2		3		1								6
Expedited Passenger Screening Program	2		2		1								5
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)			1										2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							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
HVN	11	5	8	11	15	13	8	9	13	10	4	8	115
2022			1	2	2	3	2	3		3	1	6	23
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program			1		1	2	2	1		1	1	6	15
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	2	1		1	1	6	15
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2									2
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
2023	2	2	2	3	9	6	6	6	13	7	3	2	61
Airline	1						1						2
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service							1						1
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service					2						1	1	4
Customer Service - TSO					2						1	1	4
Expedited Passenger Screening Program	1		2	3	7	4	3	4	8	6	1		39
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	1		2	2	7	3	3	4	8	6	1		37
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missii			1			1							2
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			2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
Screening							1	1	3		1		6
Screening - Inconsistency											1		1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process									3				3
Screening - Security Breach							1						1
2024	9	3	5	6	4	4							31
Animals	1												1
Animals - Carry-On	1												1
Customer Service			1		1	2							4
Customer Service - CSM			1										1
Customer Service - TSO					1	2							3
Expedited Passenger Screening Program	7	2	2	3	2	1							17
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	7	2	2	2	2	1							16
Mishandling of Passenger Property			1	1	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Damaged/Missing Items--U			1			1							2
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	1		1	1		1							4
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1												1
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
HVR	1												1
2024	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	5	4	5	2	5	5	6	6	2	5	4	2	51
2022	3		3	1		4	5	2		3	2	2	25
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	1		1										2
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program			1	1		3	3	2			2	2	14
Expedited Passenger Screening Program - TSA PreCheck			1	1		3	3	2			2	2	14
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Checked			1										1
Screening							2			1			3
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
2023	1	3	2			1	1	4	2	2	2		18
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Expedited Passenger Screening Program			2			1		1	1	1	2		7
Expedited Passenger Screening Program - TSA PreCheck			2			1		1	1	1	2		7
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening	1	1				1		2	1	1			7
Screening - Procedures/Process	1	1				1		2	1	1			7
2024	1	1		1	5								8
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
No Jurisdiction					1								1
No Jurisdiction - No Referral					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
HYA				1							1		2
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA Application Program				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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		1	1	1	1	1		3				1	9
2022			1			1		2				1	5
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 - Damaged Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2023		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--Carry-on Luggage								1					1
2024				1	1								2
Customer Service				1									1
Customer Service - Others				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
IAD	471	390	422	358	314	535	410	429	418	361	357	424	4,889
2022	66	72	70	52	59	191	211	211	226	174	183	217	1,732
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline								2		2	1		5
Airline - Lost Baggage								1		2	1		4
Airline - Policy/Regulations/Service								1					1
Civil Rights	1	2	3	1	2		1	1	1		3		15
Civil Rights - Race							1		1		2		4
Civil Rights - Racial Profiling or Discrimination	1	1	3	1	1								7
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		2
Civil Rights - Transgender Screening		1											1
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	5	6	3	6	4	1	3	8	6	6	5	9	62
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	5	5	3	5	4	1	3	8	6	6	5	9	60
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	45	49	48	35	46	188	199	185	202	150	152	182	1,481
Expedited Passenger Screening Program - Active Duty Military						1			1	1			3
Expedited Passenger Screening Program - DoD			1	2		5	4		3	4		1	20
Expedited Passenger Screening Program - TSA/DHS	1	3	3	3	1	1	8	4	3	6	8	5	46
Expedited Passenger Screening Program - TSA/DHS	44	44	43	30	45	177	184	177	194	136	142	176	1,392
Expedited Passenger Screening Program - TSA/DHS		2	1			4	3	4	1	3	2		20
Hazardous Materials Safety				1					1				2
Hazardous Materials Safety - General				1					1				2
Locks	1	1	1	1						1		1	6
Locks - General	1												1
Locks - Missing or Damaged Lock		1	1	1						1		1	5
Lost and Found	2	1		1	1		1		2	1		1	10
Lost and Found - Airport/TSA	2	1		1	1		1		2	1		1	10
Mishandling of Passenger Property		2				1	2	4	3	4	6	6	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	2		1	3	6	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		2				1		1	3	2	2		11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1		1	1		4
No Jurisdiction		1	2						3	2	2	4	14
No Jurisdiction - No Referral		1							1				2
No Jurisdiction - Refer to CBP			2						2	2	1	4	11
No Jurisdiction - Refer to Other											1		1
Patdown	1	1			1		1	1					6
Patdown - Flyer	1	1			1		1	1					6
Persons w/ Disabilities (PWD)	1	1	1		2		1	4	1	1	3	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1			1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1								1	1	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) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1							1					2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	3	1	8	3	2			1	4	3	6	3	34
Property - Special Handling - Damaged Items - Carry-On			4					1	1	1	4	1	12
Property - Special Handling - Damaged Items - Checked	1		1	1	1								4
Property - Special Handling - Missing Items - Checked	2		2	1							1	1	7
Property - Special Handling - Missing Items - Checked		1	1	1	1				3	2	1	1	11
Screening	6	5	3	4	1	1	3	5	3	3	5	8	47
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency		2						1					4
Screening - Lengthy Lines							1						2
Screening - Procedures/Process	6	3	1	4		1	1	3	3	2	4	5	33
Screening - Retrieving Abandoned/Confiscated Items			2			1	1			1	1	1	7
2023	197	179	189	197	150	184	199	218	192	187	174	207	2,273
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights	3	1	1	2		2	1	2			1	2	15
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - National Origin							1						1
Civil Rights - Race	1		1			2		2				2	8
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1										1		2
Customer Service	11	7	9	7	8	8	7	7	5	8	3	7	87
Customer Service - Others								1				1	2
Customer Service - TSO	11	7	9	7	8	8	7	6	5	8	3	6	85
Expedited Passenger Screening Program	171	154	154	164	128	143	169	191	165	158	144	170	1,911
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD	1	2	1	3			1	1			1		10
Expedited Passenger Screening Program - TSA/DHS	3	4	2	4	1	5	2	2	1	3	1	3	31
Expedited Passenger Screening Program - TSA/DHS	167	147	149	156	125	135	165	187	163	152	141	166	1,853
Expedited Passenger Screening Program - TSA/DHS		1	2	1	2	3	1	1	1	2	1	1	16

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks						1				1	2		4
Locks - General						1							1
Locks - Missing or Damaged Lock										1	2		3
Lost and Found		1			2	1							4
Lost and Found - Airport/TSA		1			2	1							4
Mishandling of Passenger Property	1	2	2	6	5	5	5	5	1	3	5	7	47
Mishandling of Passenger Property - Damaged/Missing Items--C			1	3	2	1	2	2	1	1	4	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I	1	2		2	2	1	2	3		2	1	2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	2	1					1	6
No Jurisdiction		1	4	2		2	1	1		3	3		20
No Jurisdiction - No Referral									1		1		2
No Jurisdiction - Refer to CBP		1	4	2		1	1	1	2	2	2		16
No Jurisdiction - Refer to Other						1				1			2
Patdown	2	1	3	1	1	1	2	1		1	3		16
Patdown - Flyer	2	1	2	1	1	1	2	1		1	3		15
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1	1	1	1			1	1	2	2		4	14
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1	1		1	4
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment		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) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	3	5	6	4	1	9	5	2	4	2	4	5	50
Property - Special Handling - Damaged Items - Carry		1	5	4		3	1	1	2	1	1		19
Property - Special Handling - Damaged Items - Checked	1	2				1		1	2		1	1	9
Property - Special Handling - Missing Items - Carry-C	1	1			1	1	3			1			10
Property - Special Handling - Missing Items - Checked	2	1				4	1				2	2	12
Screening	5	6	9	9	5	12	8	8	12	9	9	11	103
Screening - Children										1			1
Screening - Crew Member or Airline Employee		1				2			1				4
Screening - Inconsistency			1	1		2		1	1	1		1	8
Screening - International Screening				1			1		1				3
Screening - Lengthy Lines			2	3		2	2	3	2	1	3		18
Screening - Procedures/Process	3	4	6	4	5	6	5	4	6	6	6	9	64
Screening - Retrieving Abandoned/Confiscated	2	1							1			1	5
2024	208	139	163	109	105	160							884
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Airline	1												1
Airline		3	1			1							5
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service		3	1										4
Civil Rights		2	1	1	3	3							10
Civil Rights - Age				1		1							2
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race			1			1							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1							2
Customer Service	5	7	8	9	8	17							54
Customer Service - Others			1										1
Customer Service - TCC					1								1
Customer Service - TSO	5	7	7	9	7	17							52
DHS TRIP		1	1	1									3
DHS TRIP - General		1	1	1									3
Expedited Passenger Screening Program	184	113	136	84	86	116							719
Expedited Passenger Screening Program - DoD		3	1										4
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	3	2	8	1	1	2							17
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	181	108	127	83	85	113							697
Locks				2	1	1							4
Locks - Missing or Damaged Lock				2	1	1							4
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	4	1	6	7	4	3							25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	4		2	1	3	1							11
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1	2	4	1	2							10
Mishandling of Passenger Property - Damaged/Missing Items--U			1	2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction	3		2			1							6
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP			2			1							3
No Jurisdiction - Refer to Other	2												2
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)		1		1		2							4
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1		1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	4	2	2	3	1	5							17
Property - Special Handling - Damaged Items - Carry	1	1	1	1	1	1							6
Property - Special Handling - Damaged Items - 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
Property - Special Handling - Missing Item	1	1		1		3							6
Property - Special Handling - Missing Item	2					1							3
Screening	5	8	6		2	11							32
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency			1	1		1	1						4
Screening - Lengthy Lines	1	1	3			3							8
Screening - Procedures/Process	3	6	2			1	5						17
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
IAG	3	3		5	3	1		1	1		3		20
2022	1				2						1		4
Expedited Passenger Screening Program					2						1		2
Expedited Passenger Screening Program - TSA PreCheck					2								2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
2023	2	3		1	1			1	1		2		11
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program	1	3			1				1		2		8
Expedited Passenger Screening Program	1	3			1				1		2		8
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
2024				4		1							5
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

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Categories	10-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	663	611	606	565	588	857	618	628	559	512	489	563	7,259
2022	121	150	112	133	129	302	326	298	278	267	229	272	2,617
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficient Information - EMAIL ONLY									1			1	2
Airline				2	1			1			1	1	6
Airline - Policy/Regulations/Service				2	1			1			1		5
Airline - Wheelchair Assistance												1	1
Animals					1		1						2
Animals - Carry-On					1		1						2
Civil Rights	8		4	5	6	3	5	4	2	5	2	6	50
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin			1	1				3		1	1		7
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	1	1	2		4	12
Civil Rights - Racial Profiling or Discrimination	4		3	4	3								14
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	1				2		1			2	1	2	9
Civil Rights - Sexual Orientation - Not Trans	1				1				1				3
Civil Rights - Transgender Screening							1						1
Claims	1		1							2			4
Claims - Status	1		1							2			4
Customer Service	29	41	22	17	19	28	26	27	30	27	21	32	319
Customer Service - Others		1	1		1	2				1	2		8
Customer Service - TCC		1				1							2
Customer Service - TSO	29	39	21	17	18	25	26	27	30	26	19	32	309
Duplicate E-mail	3												3
Duplicate E-mail - General	3												3
Expedited Passenger Screening Program	56	70	67	70	68	235	253	229	224	209	187	203	1,871
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD						1		2					3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	4	6	7	5	4	4	3	5	9	8	8	3	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	52	64	60	65	63	230	249	221	215	201	178	199	1,797
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1			1			1	1	4
Hazardous Materials Safety													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		1					4
Locks - Missing or Damaged Lock	2					1		1					4
Lost and Found				1		1	1		1			1	5
Lost and Found - Airport/TSA				1		1	1		1			1	5
Mishandling of Passenger Property	1	7	2	2	3	2	5	7	5		1	4	39
Mishandling of Passenger Property - Damaged/Missing	3	1	1	2	1	1	1	5	1			3	16
Mishandling of Passenger Property - Damaged/Missing	1	3	2	1	1	2	4	1	4		1		20
Mishandling of Passenger Property - Disarrayed Item		1						1				1	3
No Jurisdiction	1	2	1	2	3	6	2	4		3	2	4	30
No Jurisdiction - No Referral						1	1	1			1		4
No Jurisdiction - Refer to CBP		1	1	2	1	3	1	2		3	1	3	18
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	1	1			2	2						1	7
No Subject				1									1
No Subject - General				1									1
Patdown		1	7	3	1	4	2	3	2	6	5	5	34
Patdown - Children		1			1					1			3
Patdown - Flyer			6	1	1	4	2	3	1	5	5	5	28
Patdown - Flyer as Observer			1								1		2
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6	2		1		2	32
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						2
Persons w/ Disabilities (PWD) - General			1				1	1					3
Persons w/ Disabilities (PWD) - Internal Medical Device		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 Medical Supplies					1							2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					2								2
Persons w/ Disabilities (PWD) - Mobility	1	2				1				1			5
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		2		2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	5	7	4	8	13	12	13	8	2	10	2	3	87
Property - Special Handling - Damaged Item	2	2	3	2	6	3	4	2		5		1	30
Property - Special Handling - Damaged Item	2			2	1		1		1	1			8
Property - Special Handling - Missing Items - Carry-On		4	1	3	2	8	3	5		3	1		30
Property - Special Handling - Missing Items	1	1		1	4	1	5	1	1	1	1	2	19
Screening	12	14	7	12	7	11	9	13	9	8	7	10	119
Screening - Children								1					1
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	1	2		1	2	1	3	3		2	2	1	18
Screening - International Screening			1										1
Screening - Lengthy Lines	2	4		1		3	1	1	2	1	1	2	18
Screening - Procedures/Process	8	8	5	10	5	7	5	7	7	4	4	7	77
Screening - Retrieving Abandoned/Confiscated Items			1					1		1			3
TSA Contact Information								1					1
TSA Contact Information - General								1					1
TWIC									1				1
TWIC - Status									1				1
2023	266	257	272	228	260	301	292	330	281	245	260	291	3,283
Additional Information Required/Insufficient Information	1			1	1				1		1		5
Additional Information Required/Insufficient Information - General	1			1	1				1		1		5
Airline		2		1		1				1		1	6
Airline - Lost Baggage		2								1			3
Airline - Policy/Regulations/Service				1								1	2
Airline - Wheelchair Assistance						1							1
Civil Rights	5	2	3	4	1	1	7	4	2	3	1	2	35
Civil Rights - Age	1							1					2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin		1					2			1			4
Civil Rights - Not Specified							1						1
Civil Rights - Perceived Religion				1			1	1					3
Civil Rights - Race	4	1	1	1	1	1	1	2	2	2	1		17
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			2					2	5
Customer Service	22	25	22	19	19	35	37	35	36	32	26	19	327
Customer Service - CSM			1										1
Customer Service - Others		2				2			1		1		6
Customer Service - TCC							1						1
Customer Service - TSO	22	23	21	19	19	33	36	35	35	32	25	19	319
Expedited Passenger Screening Program	201	189	208	161	199	213	190	230	193	154	188	221	2,347
Expedited Passenger Screening Program - Active Duty Military				1	1							2	4
Expedited Passenger Screening Program - DoD							1	1			1		3
Expedited Passenger Screening Program - Other	5	4	7	5	8	6	3	2	2	4	2	7	55
Expedited Passenger Screening Program - Other - General	195	185	201	155	190	206	186	227	191	150	185	211	2,282
Expedited Passenger Screening Program - Other - Specific	1					1							3
Freedom of Information Act (FOIA)													1
Freedom of Information Act (FOIA) - General													1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks	1		1	2		1	1		1	1		2	10
Locks - Missing or Damaged Lock	1		1	2		1	1		1	1		2	10
Lost and Found	1			3		2		2		1	1	1	11
Lost and Found - Airport/TSA	1			3		2		2		1	1	1	11
Mishandling of Passenger Property	6	3	7	6	5	2	9	10	12	9	4	5	78
Mishandling of Passenger Property - Damaged	3	2	4	4	4	2	5	9	8	3	3	3	50
Mishandling of Passenger Property - Damaged - General	1	1	3	1	1		3	1	3	6	1	1	22
Mishandling of Passenger Property - Disposition	2			1			1		1				6
No Jurisdiction	1	5	3	2	4		2	3		5		1	26
No Jurisdiction - No Referral							1	3		1			5
No Jurisdiction - Refer to CBP		5	1	2	4		1			4		1	18
No Jurisdiction - Refer to Other	1		2										3
Patdown	2	4	3	3	5	7	3	7	1	8	9	8	60
Patdown - Flyer	2	3	2	1	5	5	3	7	1	7	8	8	52
Patdown - Flyer as Observer			1	1		2				1	1		6
Patdown - Non-Flyer		1		1									2
Persons w/ Disabilities (PWD)	4	6	3	6	5	2	3	7	5	6	1	2	50
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1				1	1	1			4
Persons w/ Disabilities (PWD) - General	1			1						1		1	4
Persons w/ Disabilities (PWD) - Hearing Impairment			1					1			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	1			1		1	1		3	2			10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2											2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1				1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Service Animal	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		2	1				1						4
Persons w/ Disabilities (PWD) - Visual Impairment	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1	3	1	1	2		1		1	11
Property - Special Handling	6	12	8	6	6	8	13	9	7	8	7	10	100
Property - Special Handling - Damaged Items	4	3	3		3	4	3	4	6	2	3	3	38
Property - Special Handling - Damaged Items - Checked				1			1	1		2		1	6
Property - Special Handling - Missing Items	1	5	4	4	3	2	6	3		3	4	3	38
Property - Special Handling - Missing Items - General	1	4	1	1		2	3	1	1	1		3	18
Screening	16	9	13	14	15	29	27	23	23	17	22	18	226
Screening - Crew Member or Airline Employee		1	1	1		1	2		2				8
Screening - Gate Pass								1					1
Screening - Inconsistency	1	1	2	1	5	3	5		5	1	3	3	30
Screening - International Screening	1											1	2
Screening - Lengthy Lines	2	2	1		2			1	1	1	3	3	16
Screening - Opposite Gender							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	11	3	8	11	7	24	19	19	15	15	15	10	157
Screening - Retrieving Abandoned/Confiscated Items	1	2	1	1	1	1		2			1	1	11
2024	276	204	222	204	199	254							1,359
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - General	1	1											2
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline			1	1	1								3
Airline - Lost Baggage				1	1								2
Airline - Policy/Regulations/Service			1										1
Civil Rights	3	6	3	5	3	5							25
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - National Origin			1	1									2
Civil Rights - Perceived Religion		1											1
Civil Rights - Profiling	1							1					2
Civil Rights - Race	1	3	1	2	3	2							12
Civil Rights - Sex/Gender/Gender Identity	1	1		1		1							4
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening												1	1
Customer Service	28	26	27	23	24	39							167
Customer Service - CSM					1								1
Customer Service - Others							1						1
Customer Service - TCC							1						1
Customer Service - TSO	28	26	27	23	23	37							164
DHS TRIP					1	1							2
DHS TRIP - General					1	1							2
Expedited Passenger Screening Program	206	137	155	142	132	169							941
Expedited Passenger Screening Program - General	1												1
Expedited Passenger Screening Program - Damaged/Missing Items	2	1	6	2	3	4							18
Expedited Passenger Screening Program - Damaged/Missing Items--Unspecified	203	136	149	140	129	165							922
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found				3	2								5
Lost and Found - Airport/TSA				3	2								5
Mishandling of Passenger Property	1	6	8	9	11	11							46
Mishandling of Passenger Property - Damaged/Missing Items	1	4	4	7	3	9							28
Mishandling of Passenger Property - Damaged/Missing Items--C			4		6	2							12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1	1								2
Mishandling of Passenger Property - Disarrayed Item			2	1	1								4
No Jurisdiction		3	2		2	3							10
No Jurisdiction - No Referral			1			1							2
No Jurisdiction - Refer to CBP		3	1		2	1							7
No Jurisdiction - Refer to Other						1							1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Ombudsman			1										1
Ombudsman - General			1										1
Patdown	8	2	6	6		3							25
Patdown - Children	1												1
Patdown - Flyer	7	2	6	6		3							24
Persons w/ Disabilities (PWD)	5	6	3	2	8	5							29
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1					1							2
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Cancer (General)	1	1			2								4
Persons w/ Disabilities (PWD) - Diabetes		1	1		1								3
Persons w/ Disabilities (PWD) - General		1	1			2							4
Persons w/ Disabilities (PWD) - Medical Devices - At Risk		1											1
Persons w/ Disabilities (PWD) - Medically Necessary	1	2			1								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1	1							3
Persons w/ Disabilities (PWD) - Prostheses	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair	1		1	1	1								4
Property - Special Handling	8	7	7	4	6	3							35
Property - Special Handling - Damaged Items	1	1	3		1	2							8
Property - Special Handling - Damaged Items - General	3	1		1									5
Property - Special Handling - Missing Items	2	2		2	4	1							11
Property - Special Handling - Missing Items - General	2	3	4	1	1								11
Screening	16	10	8	8	8	15							65
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	1	1		2		4							8
Screening - International Screening						2							2
Screening - Lengthy Lines			1			3							4
Screening - Procedures/Process	13	9	7	3	7	5							44
Screening - Retrieving Abandoned/Confiscated Items				2	1	1							4
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
ICT	24	42	35	27	34	42	20	13	20	26	15	19	317
2022	5	6	11	9	10	16	5	7	9	17	5	12	112
Civil Rights								2		1			3
Civil Rights - National Origin										1			1
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Claims								1					1
Claims - General								1					1
Customer Service			1	2					3	2	1	1	10
Customer Service - TSO			1	2					3	2	1	1	10
Expedited Passenger Screening Program	3	6	7	6	9	13	5	2	4	10	3	11	79
Expedited Passenger Screening Program	1				2		1			2			6
Expedited Passenger Screening Program	2	6	7	6	7	13	4	2	4	8	3	11	73
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				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Patdown			1							1			2
Patdown - Flyer			1							1			2
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 - Damaged Items - Checked						1							1
Screening			1	1	1	2		1	1	1			8
Screening - Procedures/Process			1	1	1	2		1	1	1			8
2023	5	20	10	7	13	15	15	6	11	9	10	7	128
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service	1	1					2	1		2			7
Customer Service - TSO	1	1					2	1		2			7
Expedited Passenger Screening Program	4	15	8	6	13	11	12	5	9	7	9	6	105
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program									1		1	1	3
Expedited Passenger Screening Program	4	15	8	6	13	11	12	4	8	7	8	5	101
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Mishandling of Passenger Property			1				2						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2						2
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 - Checked				1									1
Screening			1	1		1	1		1		1	1	7
Screening - Inconsistency			1	1							1		3
Screening - Procedures/Process						1	1		1			1	4
2024	14	16	14	11	11	11							77
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service	6	1	1	2	1								11
Customer Service - TCC	1												1
Customer Service - TSO	5	1	1	2	1								10
Expedited Passenger Screening Program	6	11	10	8	8	10							53
Expedited Passenger Screening Program - DoD				1		1							2
Expedited Passenger Screening Program	6	11	9	8	8	9							51
Mishandling of Passenger Property		2		1	1	1							5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2			1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1							2
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	2	2											4
Screening - Inconsistency	1												1
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
IDA	9	8	9	13	9	14	9	3	8	11	5	8	106
2022	1	3	4	4	1	1	5	2	4	7	3	4	39
Customer Service			1	1					2				4
Customer Service - Others			1	1									2
Customer Service - TSO									2				2
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	6	2	3	24
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	5	2	3	23
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						2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-C			1										1
Screening				1	1	1			1	1	1	1	7
Screening - Inconsistency										1	1	1	3
Screening - Procedures/Process			1	1		1			1				4
2023	1	1	3	5	5	9	4	1	4	4	2	4	43
Civil Rights						1							1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Expedited Passenger Screening Program		1	2	5	3	8	3	1	4	3	2	3	35
Expedited Passenger Screening Program - TSA PreC		1	2	5	3	8	3	1	4	3	2	3	35
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown							1	1					2
Patdown - Flyer as Observer							1	1					2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1
Screening					1								1
Screening - Procedures/Process					1								1
2024	7	4	2	4	3	4							24
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	5	2	1	1	3	3							15
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	5	2	1	1	2	3							14
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	1			2									3
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown			1	1									2
Patdown - Flyer			1	1									2
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
IFP	2	3	1		3	1	1		2	2	1	1	17
2022		1			2	1	1		2	1		1	8
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program					2		1						3
Expedited Passenger Screening Program - TSA PreCheck					2		1						3
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
Screening - Procedures/Process													1
2023										1	1		2
Customer Service										1			1
Customer Service - TSO										1			1
Screening											1		1
Screening - Procedures/Process											1		1
2024	2	2	1		1	1							7
Civil Rights													1
Civil Rights - National Origin													1
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program	1	1	1		1								4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	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
ILG	2	3	3	2	5	6	1	2	7	4	2	4	41
2022									4			1	5
Claims													1
Claims - General													1
Expedited Passenger Screening Program									4				4
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									3				3
2023	2	1	1		3	3	1	2	3	4	2	3	25
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	1			2	1			2	2		1	11
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1	1			2				2	2		1	9
Patdown						1		1					2
Patdown - Flyer						1		1					2
Persons w/ Disabilities (PWD)									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
Screening			1		1	1	1			1		2	7
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process					1	1	1					2	5
2024		2	2	2	2	3							11
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		2	2	1	1	1							7
Expedited Passenger Screening Program - TSA PreC		2	2	1	1	1							7
Locks						1							1
Locks - Missing or Damaged Lock						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
ILM	20	23	27	22	17	26	19	21	26	19	26	15	261
2022	2	5	7	5	5	13	9	11	11	5	12	7	92
Civil Rights							1			1			2
Civil Rights - Age										1			1
Civil Rights - Race							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	1	3	4	4	5	7	7	8	9	4	8	6	66
Expedited Passenger Screening Program - TSA Application Program				2			1		1		1		5
Expedited Passenger Screening Program	1	3	4	2	5	7	6	8	8	4	7	6	61
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 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										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		1	1		1	1	9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					3		1	1		1	1	8
2023	6	14	12	9	6	9	10	10	15	14	14	8	127
Airline		1											1
Airline - Baggage Requirements		1											1
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1	1	1	2	1	2	8
Customer Service - TSO							1	1	1	2	1	2	8
Expedited Passenger Screening Program	5	8	8	7	3	8	9	7	9	12	12	5	93
Expedited Passenger Screening Program - TSA Appl		1							1				2
Expedited Passenger Screening Program	5	7	8	7	3	8	9	7	8	12	12	5	91
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	2				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown			2										2
Patdown - Flyer			2										2
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked			1										1
Screening		5	1	1	2	1		1			1	1	13
Screening - Crew Member or Airline Employee			1		1	1						1	3
Screening - Inconsistency					1			1					2
Screening - Procedures/Process		5		1		1					1		8
2024	12	4	8	8	6	4							42
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1	2			1							4
Customer Service - TSO		1	2			1							4
Expedited Passenger Screening Program	9	3	5	7	5	3							32
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	9	3	5	6	5	2							30
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 - Missing Items - Carry-On				1									1
Screening	2		1										3
Screening - Crew Member or Airline Empl	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
IMT	1	2	6	1	2	5	2	3	1		4	3	30
2022		2	3		1	2	1	2	1		2	3	17
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1	2	1	2	1	1			1	2	11
Expedited Passenger Screening Program - TSA PreC			1	2	1	2	1	1			1	2	11
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
2023	1		3	1			1	1			2		9
Civil Rights			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	1		2	1							2		6
Expedited Passenger Screening Program	1		2	1							2		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
2024					1	3							4
Expedited Passenger Screening Program					1	2							3
Expedited Passenger Screening Program - TSA PreCheck					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
IND	147	151	134	142	121	183	97	137	107	118	109	115	1,561
2022	32	37	38	34	29	64	37	49	45	47	54	51	517
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1					1		1		5
Civil Rights - Race									1		1		2
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	2	4	2	1	2	2	2	3	4	4	6	5	37
Customer Service - Others									1				1
Customer Service - TCC						1							1
Customer Service - TSO	2	4	2	1	2	1	2	3	3	4	6	5	35
DHS TRIP												1	1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	22	25	33	25	21	51	33	37	36	36	40	39	398
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - DoI	3	2	3	4		2	1	2		1		1	19
Expedited Passenger Screening Program - DoJ	19	23	30	21	20	49	32	35	36	33	40	38	376
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				1							1		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other				1									1
Patdown	1				2		1	1	1	2		1	9
Patdown - Children										1			1
Patdown - Flyer	1				2		1	1	1	1		1	8
Persons w/ Disabilities (PWD)		2		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) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Nondiscrimination)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device		1						1					2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Food		1											1
Property - Special Handling	3	3	2	2	1	2		3	1		2	1	20
Property - Special Handling - Damaged Items - Carry-On			1	1				1	1				4
Property - Special Handling - Damaged Items - Checked	2		1										3
Property - Special Handling - Missing Items - Carry-On		1				1		1			1		4
Property - Special Handling - Missing Items - Checked	1	2		1	1	1		1			1	1	9
Screening		2	1	1	2	5	1	3	2	5	2	5	29
Screening - Inconsistency		2											4
Screening - Lengthy Lines						1				1	1		4
Screening - Procedures/Process			1	1	2	4	1	2	2	4	1	4	22
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Traveling with Cash								1					1
2023	60	66	51	64	53	72	60	88	62	71	55	64	766
Additional Information Required/Insufficient Information								2					2
Additional Information Required/Insufficient Information - EMAIL ONLY								2					2
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights			1	1		1		2	4	4	1	1	15
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
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1				1	1	1	6
Civil Rights - Transgender Screening									1	1			2
Customer Service	1	2	2		3	2	1	9	1	6	6	2	35
Customer Service - TCC						1							1
Customer Service - TSO	1	2	2		3	1	1	9	1	6	6	2	34
Expedited Passenger Screening Program	54	61	41	57	48	64	51	42	34	45	35	48	580
Expedited Passenger Screening Program - Active Duty Military	2	1											3
Expedited Passenger Screening Program - DoD	4	6	4	1	3	2	1	1	1	1	3		27
Expedited Passenger Screening Program - DoI	48	54	37	56	45	62	50	41	33	44	32	48	550
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	4			3	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1					1	2	3			2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
No Subject											1		1
No Subject - General											1		1
Patdown			3	4				2	2	1	3	3	18

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Children			1										1
Patdown - Flyer			2	2				2	1		3	3	13
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				2					1				3
Persons w/ Disabilities (PWD)	1	1					1	1	4	2			10
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			2
Persons w/ Disabilities (PWD) - Medically	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	1			2			1	3	2	1		1	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								2	1	1			4
Property - Special Handling - Missing Items - Checked	1						1		1				3
Screening	2	1	4		1	4	5	22	10	11	8	6	74
Screening - Crew Member or Airline Employee						1					1		2
Screening - Inconsistency					1		1	1		3			6
Screening - Lengthy Lines						1	2	12	5		2	2	24
Screening - Procedures/Process	2	1	4			2	2	9	5	8	5	4	42
2024	55	48	45	44	39	47							278
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1	1	2										4
Civil Rights - Perceived Religion		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening			2										2
Customer Service	3	5	2	2	3	3							18
Customer Service - Others					1								1
Customer Service - TSO	3	5	2	2	2	3							17
Expedited Passenger Screening Program	36	35	34	31	27	40							203
Expedited Passenger Screening Program	2	2	1	1	1								7
Expedited Passenger Screening Program	34	33	33	30	26	40							196
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Mishandling of Passenger Property	2		3	1	2	1							9
Mishandling of Passenger Property - Damaged	1		1										2
Mishandling of Passenger Property - Damaged	1		2	1	2								6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	4		1		3								8
Patdown - Children	1												1
Patdown - Flyer	3				1								4
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)	3	1		3	1	1							9
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1							2
Persons w/ Disabilities (PWD) - Prostheses	1			1									2
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 - Missing Items - Checked	1			2									3
Property - Special Handling - Missing Items - Damaged					1								1
Screening	5	5	1	3	2	2							18
Screening - Children		1											1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines	1			1		1							3
Screening - Procedures/Process	4	3	1		2	1							11
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	3					1				1	1	7
2022		2									1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening			2										2
Screening - Inconsistency			2										2
2023	1						1					1	3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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 - Carry-On								1					1
2024		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
IPL	1		1		1					1	1		5
2022	1		1		1						1		4
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1										1		2
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				1		1							2
2023											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
IPT							1	1					2
2022							1	1					2
Civil Rights								1					1
Civil Rights - Race								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-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								2					2
2022								2					2
DHS TRIP								1					1
DHS TRIP - 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
ISP	20	28	24	32	27	32	16	20	14	13	12	11	249
2022	11	11	5	8	12	10	9	8	3	8	7	7	99
Airline													1
Airline - Policy/Regulations/Service							1						1
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	7	9	4	8	10	10	7	8	3	7	5	5	83
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Appl		2	1	1		1	1			1			7
Expedited Passenger Screening Program	7	7	3	7	10	9	5	8	3	6	5	5	75
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown								1					2
Patdown - Children								1					1
Patdown - Flyer												1	1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	1	1									2		4
Screening - Inconsistency											1		1
Screening - Procedures/Process	1	1									1		3
2023	7	9	10	11	5	18	7	12	11	5	5	4	104
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service		1		1		1		2					5
Customer Service - TSO		1		1		1		2					5
Expedited Passenger Screening Program	7	8	10	7	5	17	3	9	7	4	4	1	82
Expedited Passenger Screening Program	1		1		1	1			1				5
Expedited Passenger Screening Program	5	8	9	7	4	16	3	9	6	4	4	1	76
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Patdown				1			2					1	4
Patdown - Flyer				1			2					1	4
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 - Carry-On								1					1
Screening							1		3	1	1	2	8
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							1		3			1	5
2024	2	8	9	13	10	4							46
Customer Service			2	2	1								5
Customer Service - TSO			2	2	1								5
Expedited Passenger Screening Program	2	8	6	11	9	4							40
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	2	8	6	11	8	4							39
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
ITH	4	3		1	4	4	3	1	2				22
2022		1				2	1						4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
2023	1	1		1	1		2	1	2				9
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
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 - Carry		1											1
Screening								1					1
Screening - Procedures/Process								1					1
2024	3	1			3	2							9
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	1			1	1							6
Expedited Passenger Screening Program	3	1			1	1							6
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	22	12	15	18	10	30	6	20	14	17	12	10	186
2022	6	1	4	3	5	6	3	6	8	12	6	5	65
Civil Rights					1					2			3
Civil Rights - Profiling										1			1
Civil Rights - Race										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
Expedited Passenger Screening Program	3	1	1	1	3	3	2	2	4	9	2	5	36
Expedited Passenger Screening Program	1				1								3
Expedited Passenger Screening Program	2	1	1	1	2	3	2	2	4	8	2	4	32
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			1		1	1		1		1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1					2
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		3
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					2
Property - Special Handling - Missing Item	1							1					2
Screening	2			1			1	1	3				8
Screening - Procedures/Process	2			1			1	1	3				8
2023	7	7	7	5	2	12	3	14	6	5	6	5	79
Civil Rights			1							1			2
Civil Rights - National Origin			1										1
Civil Rights - Race										1			1
Customer Service						2					1		3
Customer Service - TSO						2					1		3
Expedited Passenger Screening Program	4	4	4	4	2	3	3	11	6	3	4	3	51
Expedited Passenger Screening Program - TSA Application Program				1				1					3
Expedited Passenger Screening Program	4	4	4	3	2	3	3	10	6	3	4	2	48
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	2			2						1	7
Mishandling of Passenger Property - Damaged/Missii		1	2			1							5
Mishandling of Passenger Property - Disa	1					1							2
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
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening	1	1				4		3				1	10
Screening - Lengthy Lines						3		1				1	5
Screening - Procedures/Process		1				1		2					4
Screening - Retrieving Abandoned/Confis	1												1
2024	9	4	4	10	3	12							42
Civil Rights						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
Expedited Passenger Screening Program	6	2	2	8	2	3							23
Expedited Passenger Screening Program	6	2	2	8	2	3							23
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--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling		1			1								2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1					5							6
Screening - Lengthy Lines						3							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
IWA	17	23	33	22	34	39	18	9	15	12	10	15	247
2022	3	9	8	6	4	18	9	4	7	8	6	8	90
Customer Service		2	1			4	3	1	2	1	1	2	17
Customer Service - TSO		2	1			4	3	1	2	1	1	2	17
Expedited Passenger Screening Program	1	3	4	5	4	12	3	3	4	7	3	3	52
Expedited Passenger Screening Program - TSA Application Program						2				1			3
Expedited Passenger Screening Program	1	3	4	5	4	10	3	3	4	6	3	3	49
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												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) - General			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	2	2		1		2	2		1			1	11
Screening - Children							1						1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2	2		1		2	1		1				9
2023	3	6	15	4	14	10	9	5	8	4	4	7	89
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights			1				1				1		3
Civil Rights - Race			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	2	1	1	2	2			1	1	1	13
Customer Service - TSO	1	1	2	1	1	2	2			1	1	1	13
Expedited Passenger Screening Program	2	4	8	2	9	6	5	3	7	2	2	5	55
Expedited Passenger Screening Program - TSA Application Program			1			1			1			1	4
Expedited Passenger Screening Program	2	4	7	2	9	5	5	3	6	2	2	4	51
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--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
Persons w/ Disabilities (PWD)					2	1						1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling			1						1				2
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Screening		1	1	1	1	1							5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confiscated Items				1									1
2024	11	8	10	12	16	11							68
Civil Rights			1			1							2
Civil Rights - National Origin						1							1
Civil Rights - Race			1										1
Customer Service		1	3	2	1	2							9
Customer Service - TSO		1	3	2	1	2							9
Expedited Passenger Screening Program	11	4	4	8	11	5							43
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	11	4	3	8	11	5							42
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--Checked Baggage			1				1						2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1	1			1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			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		2					1						3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked		2											2
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 Traveler Complaints Report

Categories	10-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			1				4
2022					1	1			1				3
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown									1				1
Patdown - Flyer									1				1
2023				1									1
Screening				1									1
Screening - Inconsistency				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	10	7	8	14	8	17	3		8	19	15	9	118
2022		1	6	3	1	9	1		8	3	10	5	39
Expedited Passenger Screening Program		1	6	3	1	7				1	9	2	30
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	6	3	1	6				1	9	2	29
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Screening						1				1		3	5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1						2	4
2023	5	4	1	6	2	5	2		8	16	5	4	58
Customer Service									1	3			4
Customer Service - TSO									1	3			4
Expedited Passenger Screening Program	2	4	1	4	2	5	2		6	10	5	2	43
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	3	1	4	2	5	2		6	10	5	2	42
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1									1			2
Persons w/ Disabilities (PWD) - Medically	1									1			2
Property - Special Handling				1								1	2
Property - Special Handling - Missing Items - Checked				1								1	2
Screening	1			1					1	2		1	6
Screening - Procedures/Process	1			1					1	2		1	6
2024	5	2	1	5	5	3							21
Customer Service					2								2
Customer Service - CSM					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	4	2	1	5	3	3							18
Expedited Passenger Screening Program	4	2	1	5	3	3							18
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	21	21	23	19	21	16	12	23	15	24	18	14	227
2022	3	6	6	5	12	7	6	15	10	18	10	8	106
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		2			1	2	1	2		2	1	1	12
Customer Service - TSO		2			1	2	1	2		2	1	1	12
Expedited Passenger Screening Program	1	3	2	5	10	3	5	12	10	14	6	4	75
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Prog				1			1	1		1			4
Expedited Passenger Screening Program	1	3	1	5	9	3	4	11	10	13	6	4	70
Mishandling of Passenger Property										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										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr			1										1
Property - Special Handling	1	1			1	1						1	5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1										1	2
Property - Special Handling - Missing Item	1						1						2
Screening	1		2			1				1	1	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	1		1							1	1		4
2023	9	7	6	10	6	5	6	8	5	6	8	6	82
Civil Rights	1	1							1				3
Civil Rights - Age		1											1
Civil Rights - National Origin	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	6	5	3	9	5	2	5	5	3	2	4	2	51
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	6	5	3	9	4	2	5	5	3	2	4	2	50
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						2		1	4
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
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) - Hearing Impairment			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	2	1	1	3	1	11
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1	1	2			2	1	7
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	9	8	11	4	3	4							39
Customer Service	1	2	1	1									5
Customer Service - TSO	1	2	1	1									5
Expedited Passenger Screening Program	7	4	8	3	1	3							26
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	4	8	3	1	3							25
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Screening	1	1	2		2	1							7
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process	1		2										3
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	165	154	159	148	133	177	120	144	143	97	119	131	1,690
2022	26	38	35	29	35	74	56	69	58	42	59	53	574
Airline						1			1				2
Airline - Policy/Regulations/Service						1			1				2
Civil Rights		1	2		1	1	1		1	1			8
Civil Rights - Headwear							1						1
Civil Rights - Race						1			1	1			3
Civil Rights - Racial Profiling or Discrimination		1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims								1					1
Claims - General								1					1
Customer Service		3	2	1	2	7	7	2	7	2	1	3	37
Customer Service - TSO		3	2	1	2	7	7	2	7	2	1	3	37
Expedited Passenger Screening Program	21	28	28	19	25	55	44	59	43	30	51	42	445
Expedited Passenger Screening Program	2	2	1		1	1		3			1		11
Expedited Passenger Screening Program	1	3	3	2				1	3	5	2	2	22
Expedited Passenger Screening Program	17	22	24	17	24	54	43	55	40	25	48	40	409
Expedited Passenger Screening Program	1	1					1						3
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks					1				2				3
Locks - Missing or Damaged Lock					1				2				3
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property		1						3	2	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	2	1	1		6
Mishandling of Passenger Property - Disarrayed Item		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		2	2	3	11
Patdown - Flyer			1			1		1		2	2	2	9
Patdown - Flyer as Observer												1	1
Patdown - General	1												1
Persons w/ Disabilities (PWD)					2	2	1			2			7
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 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
Property - Special Handling	2	2	1	2	2	2		2			1	2	16
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Damaged Items - Checked	1	1											3
Property - Special Handling - Missing Items	1			1		1		1			1	1	6
Property - Special Handling - Missing Items - Checked		1	1		1			1					4
Public Affairs										1			1
Public Affairs - Newspaper, Radio, TV Representatives										1			1
Screening	1	3		6	1	5	3	1	2	3	2	3	30
Screening - Children											1		1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			1		1						3
Screening - Procedures/Process	1	1		5		5	2	1	2	3	1	3	24
Screening - Shoe Screening		1											1
2023	62	63	58	62	45	61	64	75	85	55	60	78	768
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline												1	1
Airline - Policy/Regulations/Service													1
Civil Rights	1			2			1	3	3		1	2	13
Civil Rights - Profiling									1				1
Civil Rights - Race	1						1	2	2		1	2	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Civil Rights - Transgender Screening								1					1
Customer Service	1	4	2	4	3	5	2	9	6	2	2	3	43
Customer Service - TSO	1	4	2	4	3	5	2	9	6	2	2	3	43
Expedited Passenger Screening Program	54	52	52	47	42	52	52	52	68	44	44	64	623
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD			1			1			1				3
Expedited Passenger Screening Program	2	3	1	4	4	1			2	1	1		19
Expedited Passenger Screening Program	52	49	49	42	38	50	52	51	65	43	42	64	597
Expedited Passenger Screening Program - TSA/DHS Employees			1	1				1					3
Locks		1				1		1					3
Locks - General								1					1
Locks - Missing or Damaged Lock		1				1							2
Mishandling of Passenger Property	1	1	1			2		2		4	2		13
Mishandling of Passenger Property - Damaged/Missing Items	1							2					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1			1				4	2		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1			3					3	1	2	1	11
Patdown - Children				1					1				2
Patdown - Flyer	1			2					1	1	2	1	8
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1			1			2	1	2	2	1	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
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) - 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 Scoot				1						1			2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Property - Special Handling			1				2	2	1	1	1	1	9
Property - Special Handling - Damaged Items - Carry-On							1	1		1			3
Property - Special Handling - Missing Items - Carry-On								1	1		1	1	4
Property - Special Handling - Missing Items - Checke			1				1						2
Screening	3	4	3	5		1	5	5	2		7	5	40
Screening - Crew Member or Airline Empl	1						1		1				3
Screening - Inconsistency	1	1	2	1		1		1					7
Screening - Lengthy Lines		1					2	1	1		3	2	10
Screening - Procedures/Process	1	2	1	4			1	3			4	3	19
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	77	53	66	57	53	42							348
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Airline					1	1							2
Airline - Policy/Regulations/Service					1	1							2
Civil Rights			3										3
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Civil Rights - Transgender Screening			1										1
Claims					1								1
Claims - General					1								1
Customer Service	7	7	6	3	8	4							35
Customer Service - CSM						2							2
Customer Service - TSO	7	7	6	3	8	2							33
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	54	35	43	36	30	27							225
Expedited Passenger Screening Program	4	1	2	1		1							9
Expedited Passenger Screening Program	49	34	41	35	30	26							215
Expedited Passenger Screening Program	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	2	1	4	3	1	3							14
Mishandling of Passenger Property - Dam	2	1	2	2	1	2							10
Mishandling of Passenger Property - Damaged/Missing Items--C			2			1							3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
No Jurisdiction		1	1			1	1						4
No Jurisdiction - No Referral		1	1			1							3
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2			2									4
Patdown - Flyer	2			2									4
Persons w/ Disabilities (PWD)	1	1	2	1									5
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medicator			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1									2
Persons w/ Disabilities (PWD) - Ostomy/D	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	8	7	4	10	8	5							42
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1	3			1								5
Screening - Lengthy Lines	2		2	2	2	2							10
Screening - Procedures/Process	4	4	1	8	5	3							25
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1,051	1,007	1,133	967	988	1,151	687	745	762	790	831	747	10,859
2022	163	210	263	228	260	302	310	356	364	407	467	363	3,693
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline	1		1	1			1	3	3	4	5	1	20
Airline - Lost Baggage								2		2	3		7
Airline - Policy/Regulations/Service	1			1			1	1	3	2	1	1	11
Airline - Wheelchair Assistance			1								1		2
Civil Rights	1	5	4	4	4	4	6	10	1	3	7	4	53
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion					1	2							3
Civil Rights - Profiling						1							1
Civil Rights - Race							2	6	1	1	5	2	17
Civil Rights - Racial Profiling or Discrimination	1	4	4	2	1								12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		2	1				1	6
Civil Rights - Sexual Orientation - Not Transgender							1					1	2
Civil Rights - Transgender Screening						1		3		1	1		6
Claims		1							2		1		4
Claims - General		1							1				2
Claims - Status									1		1		2
Customer Service	26	31	29	22	25	39	34	37	49	63	53	52	460
Customer Service - Others	1												2
Customer Service - TSO	25	31	29	22	25	39	34	37	49	63	53	51	458
DHS TRIP		1						1	1	1			4
DHS TRIP - General		1						1	1	1			4
Expedited Passenger Screening Program	89	114	163	140	185	210	210	246	241	262	322	231	2,413
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	4	10	7	5	8	4	8	7	9	11	15	7	95
Expedited Passenger Screening Program	85	103	156	135	175	204	202	239	232	250	307	223	2,311
Expedited Passenger Screening Program - TSA/DHS		1			2	1				1			5
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - General			1										1
Hazardous Materials Safety		2	1	1	4	2	4	2	2		1	1	20
Hazardous Materials Safety - General		2	1	1	4	2	4	2	2		1	1	20
Identification (ID) Requirements			1	2	2	2							7
Identification (ID) Requirements - Domestic				2	2	2							6
Identification (ID) Requirements - Real ID			1										1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks	1	1		1		1	1	1		3	1	4	14
Locks - Missing or Damaged Lock	1	1		1		1	1	1		3	1	4	14
Lost and Found			1	2	1	3			2	5	2	1	17
Lost and Found - Airport/TSA			1	2	1	3			2	5	2	1	17
Mishandling of Passenger Property	6	7	5	9	2	3	7	2	7	5	10	9	72
Mishandling of Passenger Property - Damaged	2	7	3	1	1	3	2	1	1	5	1	1	26
Mishandling of Passenger Property - Damaged	4		2	6	2	2	4		5	3	5	7	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1						1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1						2		1	5
No Jurisdiction		4	5	2	5	6	2	5	2	4	3	3	41
No Jurisdiction - No Referral					1			1					2
No Jurisdiction - Refer to CBP		2	1		2	5	2	1	2	3	2	3	23
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		2	3	2	2	1		3		1	1		15
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	2	4	4	2	3	4	5	10	3	7	13	9	66
Patdown - Children		1					1				1		3
Patdown - Flyer	2	3	3	2	3	3	4	9	3	7	11	8	58
Patdown - Flyer as Observer						1					1	1	3
Patdown - General								1					1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	6	6	8	6	7	5	3	5	9	4	8	4	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				1	1		1				1		4
Persons w/ Disabilities (PWD) - Diabetes			1			1	1		1	2	1	1	8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General	1				2	1		1				1	6
Persons w/ Disabilities (PWD) - Internal Medical Device		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1	1		1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Medically Fragile	1	2							3		2		8
Persons w/ Disabilities (PWD) - Metal Implants	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			3	1	1		1	1	2		2		11
Persons w/ Disabilities (PWD) - Prostheses	3	1			2				1	1			8
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	1			1		1	1				6
Prohibited & Permitted Items	3	3	5										11
Prohibited & Permitted Items - Alcohol and Beverages	1	1	3										5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast			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 - 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	17	18	20	22	12	20	202
Property - Special Handling - Damaged It	5	4	2	7	1	2	5	8	8	7	4	6	59
Property - Special Handling - Damaged It	5	1	3	3	1		3	1	4	2	3	1	27
Property - Special Handling - Missing Item	2	9	9	4	7	4	7	3	5	7	2	6	65
Property - Special Handling - Missing Item	3	4	3	5	4	5	2	6	3	6	3	7	51
Request for Assistance											2		2
Request for Assistance - Other											2		2
Screening	12	13	18	17	9	11	19	16	22	24	26	24	211
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		3	6				5	4	2		3	6	32
Screening - International Screening										1	1		2
Screening - Lengthy Lines	1		1	1	2		1	3	2	1	2	6	20
Screening - Procedures/Process	11	8	9	14	6	10	12	9	16	18	19	10	142
Screening - Retrieving Abandoned/Confiscated Items		1	1	2	1	1	1		2	1		2	12
Screening - Traveling with Cash											1		1
Transfer to Security Specialist	1												1
Transfer to Security Specialist - Reportab	1												1
2023	417	438	434	424	393	464	377	389	398	383	364	384	4,865
Additional Information Required/Insufficient Information		2						1		1			4
Additional Information Required/Insufficient Informati		2						1		1			4
Airline	1		5			2	1		3	1	2	4	19
Airline - Lost Baggage			4				1		1		1	1	8
Airline - Policy/Regulations/Service	1		1			1			1	1	1	3	9
Airline - Wheelchair Assistance						1			1				2
Animals							1						1
Animals - Carry-On							1						1
Civil Rights	6	6	4	10	2	8	10	5	6	7	7	4	75
Civil Rights - Age							1	1				1	3
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights				1							1		2
Civil Rights - Headwear											1		1
Civil Rights - National Origin				2						1			3
Civil Rights - Not Specified								1					1
Civil Rights - Perceived Religion				1		2	2				1		6
Civil Rights - Profiling									2				2
Civil Rights - Race	3	5	2	3	1	3	4	3	3	3	4	2	36
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	3		2	1	1	2			1	1			11
Civil Rights - Sexual Orientation - Not Transgender		1					1						2
Civil Rights - Transgender Screening				1			2			2		1	6
Claims			2			1		1		1	1		6
Claims - General			1			1				1			3
Claims - Status			1					1			1		3
Customer Service	35	55	51	52	41	53	41	46	45	50	46	41	556
Customer Service - Others		1			1								2
Customer Service - TCC		1											3
Customer Service - TSO	35	53	51	52	40	53	41	46	45	50	46	39	551
DHS TRIP							1				1	1	3
DHS TRIP - General							1				1	1	3
Expedited Passenger Screening Program	290	291	294	285	284	313	261	239	253	237	211	264	3,222
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1				1			2
Expedited Passenger Screening Program	13	13	7	8	7	5	4	7	1	7	4	3	79
Expedited Passenger Screening Program	277	277	285	274	277	307	257	232	252	229	207	261	3,135
Expedited Passenger Screening Program - TSA/DHS		1	1	3									5
Hazardous Materials Safety	2	1	1	2			2	1		2	3		14
Hazardous Materials Safety - General	2	1	1	2			2	1		2	3		14
HAZMAT Endorsement				1									1
HAZMAT Endorsement - General				1									1
Locks		1	5	2	2	2	1	3	4	2		1	23
Locks - Missing or Damaged Lock		1	5	2	2	2	1	3	4	2		1	23
Lost and Found	2	1	1						1	2	1	1	9
Lost and Found - Airport/TSA	2	1	1						1	2	1	1	9
Mishandling of Passenger Property	19	12	12	7	7	12	7	13	12	6	18	7	132
Mishandling of Passenger Property - Dam	8	4	5	5	4	7	5	7	9	5	10	1	70
Mishandling of Passenger Property - Dam	10	7	5	2	3	5	1	6	3	1	8	5	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disa	1	1	2				1						5
No Jurisdiction	7	4	1	2	11	7	3	2	7	4	9	4	61
No Jurisdiction - No Referral					1		1		2		1		5
No Jurisdiction - Refer to CBP	7	3	1	2	8	7	2	1	5	2	4	4	46
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other		1			2			1		2	3		9
Patdown	4	11	6	7	7	6	3	14	2	7	2	3	72
Patdown - Children							1						1
Patdown - Flyer	4	7	3	6	7	5	3	14	2	6	2	2	61
Patdown - Flyer as Observer		4	2	1								1	8
Patdown - General			1							1			2
Persons w/ Disabilities (PWD)	6	12	8	2	3	8	8	14	8	14	8	7	98
Persons w/ Disabilities (PWD) - Autism S	1	1	1				2	2	1	5		2	15
Persons w/ Disabilities (PWD) - Cognitive /Developm		1						1	2	2		1	7
Persons w/ Disabilities (PWD) - Diabetes			2			1	2			1	1		7
Persons w/ Disabilities (PWD) - General				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
Persons w/ Disabilities (PWD) - Hearing Impairment						1			1		1		3
Persons w/ Disabilities (PWD) - Internal Medical Dev			1	1									2
Persons w/ Disabilities (PWD) - Medical [1	1				1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1	5			2		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1				1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N		4	1			2		1	1			2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				1					1		3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm				1					1				2
Persons w/ Disabilities (PWD) - Service A	1	1				1	1		1	1			6
Persons w/ Disabilities (PWD) - Wheelcha	3	2	1			2		4	1	1	3	2	19
Property - Special Handling	17	18	14	19	8	14	10	10	16	12	10	15	163
Property - Special Handling - Damaged It	12	6	5	5	1		2	6	4	5	3	3	52
Property - Special Handling - Damaged It	3		1	2	1	6	3	2	3	1	1		23
Property - Special Handling - Missing Item	2	8	4	4	2	2	1	1	3	2	3	6	38
Property - Special Handling - Missing Items - Checke		4	4	8	4	6	4	1	6	4	3	6	50
Request for Assistance							1		2				3
Request for Assistance - Other							1		2				3
Screening	28	24	30	35	28	38	27	40	39	37	45	32	403
Screening - Crew Member or Airline Employee			5	1	1	1					1	1	10
Screening - Inconsistency	6	2	6	10	1	5	6	8	9	4	6	2	65
Screening - International Screening		1		1			2			1			5
Screening - Lengthy Lines	5	4	3	2	2	1	2	2	3	8	7	5	44
Screening - Procedures/Process	15	17	15	18	17	29	17	29	24	24	31	23	259
Screening - Retrieving Abandoned/Confis	1		1	3	7	2		1	3			1	19
Screening - Security Breach	1												1
2024	471	359	436	315	335	385							2,301
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	1												1
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline	2	1		4	2	4							13
Airline - Lost Baggage	1			2		1							4
Airline - Policy/Regulations/Service	1	1		1	2	2							7
Airline - Wheelchair Assistance				1		1							2
Cargo					2								2
Cargo - Indirect Air Carrier (IAC)					1								1
Cargo - Known Shipper					1								1
Civil Rights	3	2	5	11	11	13							45
Civil Rights - National Origin				4	2								6
Civil Rights - Not Specified					2	2							4
Civil Rights - Perceived Religion				2		1							3
Civil Rights - Profiling						1							1
Civil Rights - Race	1	1	3	4	6	7							22
Civil Rights - Screening of Religious or Cu	1			1									2
Civil Rights - Sex/Gender/Gender Identity	1	1	2		1	2							7
Claims							1						1
Claims - Status							1						1
Customer Service	43	51	79	56	60	58							347
Customer Service - CSM			1	2		2							5
Customer Service - Others						1							1
Customer Service - TSO	43	51	78	54	60	55							341
DHS TRIP	1				1	1							3
DHS TRIP - General	1				1								2
DHS TRIP - Status						1							1
Expedited Passenger Screening Program	348	234	280	185	203	228							1,478
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	5	5	10	5	7	2							34
Expedited Passenger Screening Program	342	229	270	179	195	225							1,440
Expedited Passenger Screening Program	1					1							2
Hazardous Materials Safety			1		2	1							4
Hazardous Materials Safety - General			1		2	1							4
Locks	2						1						3
Locks - Missing or Damaged Lock	2						1						3
Lost and Found				2	1	1	1						5
Lost and Found - Airport/TSA				2	1	1	1						5
Mishandling of Passenger Property	5	7	10	11	11	17							61
Mishandling of Passenger Property - Dam	3	3	2	6	5	8							27
Mishandling of Passenger Property - Dam	2	3	8	4	5	9							31
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Item		1				1							2
No Jurisdiction	5	5	4	1	4	9							28
No Jurisdiction - No Referral	2	2	1		2	5							12
No Jurisdiction - Refer to CBP	1	3	3	1	2	3							13
No Jurisdiction - Refer to Other	2					1							3
Ombudsman				1									1
Ombudsman - General				1									1
Patdown	3	5	3	2	3	4							20
Patdown - Children		1											1
Patdown - Flyer	2	3	3	1	3	3							15
Patdown - Flyer as Observer	1	1		1		1							4
Persons w/ Disabilities (PWD)	7	7	10	6	10	11							51
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2							2
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												2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks													1
Persons w/ Disabilities (PWD) - General	1		2										6
Persons w/ Disabilities (PWD) - Internal Medical Dev		1		1									2
Persons w/ Disabilities (PWD) - Medically	1	2	1			2							6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1										2
Persons w/ Disabilities (PWD) - Mobility [1	2	1			2			1				7
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 A	1			1									4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									3
Persons w/ Disabilities (PWD) - Visual Im	1												2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1	3	2		3							10
Property - Special Handling	11	14	21	15	10								78
Property - Special Handling - Damaged It	3	3	5	3	1		2						17
Property - Special Handling - Damaged Items - Checl		1	3	3	1		1						9
Property - Special Handling - Missing Item	5	5	9	5	7		2						33
Property - Special Handling - Missing Item	3	5	4	4	1		2						19
Request for Assistance	1		1			2							4
Request for Assistance - Other	1		1			2							4
Screening	38	32	20	21	14	29							154
Screening - Children	1												1
Screening - Crew Member or Airline Empl	2	1				1							4
Screening - Inconsistency	5	3		1		1							12
Screening - Lengthy Lines	5	8	10	3		3			12				41
Screening - Procedures/Process	24	19	10	14		8			13				88
Screening - Retrieving Abandoned/Confis	1			2		1			2				6
Screening - Security Breach		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
JHM							1	1					2
2022							1	1					1
Customer Service							1	1					1
Customer Service - TSO							1	1					1
2023							1	1					1
Screening							1	1					1
Screening - Crew Member or Airline Employee							1	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
JLN	1	1			1	1	1		1				6
2022	1	1			1	1	1		1				5
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 - Dam		1											1
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
2024							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
JMS		2		1	1	1			1			1	7
2023				1					1			1	3
Expedited Passenger Screening Program				1					1			1	2
Expedited Passenger Screening Program - TSA PreCheck				1								1	2
Screening									1				1
Screening - Children									1				1
2024		2			1	1							4
Expedited Passenger Screening Program		2			1	1							4
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		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
JNU	11	9	8	8	5	9	15	10	12	10	13	12	122
2022	3	1	3	2	1	1	6	3	5	4	8	6	43
Civil Rights							1				1		2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service							1		2			1	4
Customer Service - TSO							1		2			1	4
Expedited Passenger Screening Program	2	1	3	1		1	2	2	3		3	4	22
Expedited Passenger Screening Program - TSA Appl		1						1					2
Expedited Passenger Screening Program	2		3	1		1	2	1	3		3	4	20
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Patdown	1										2		3
Patdown - Flyer	1										2		3
Screening					1		2	1		3	2	1	10
Screening - Inconsistency							2			2			4
Screening - Lengthy Lines					1								2
Screening - Procedures/Process										1	1	1	3
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	3	6	3	3	2	5	9	7	7	6	5	6	62
Civil Rights			1			1		2	2				6
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin								1					1
Civil Rights - Not Specified						1							1
Civil Rights - Race			1					1	1				3
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	3	1	2	2	2	7	4	3	4	2	5	36
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program	1	3	1	2	2	1	7	4	2	4	2	5	34
Mishandling of Passenger Property	1	2	1			2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii		2				2				1			5
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
Property - Special Handling	1			1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening							2	1	1		1	1	6
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency							1		1		1		3
Screening - Procedures/Process							1	1					2
2024	5	2	2	3	2	3							17
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	1	2		3	2	1							9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		2		3	2	1							8
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown	2												2
Patdown - Flyer as Observer	2												2
Screening	1		1			1							3
Screening - Inconsistency						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
JQF	3	2	3	2	2	3	2		3	1		1	22
2022	1	1	1	1		2	2		3				11
Customer Service									1				1
Customer Service - TSO									1				1
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program			1	1			1			2			5
Expedited Passenger Screening Program - TSA PreC			1	1			1			2			5
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening							1	2					3
Screening - Procedures/Process							1	1					2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	1		1	1						1		1	5
Expedited Passenger Screening Program	1		1	1								1	4
Expedited Passenger Screening Program	1		1	1								1	4
Screening										1			1
Screening - Procedures/Process										1			1
2024	1	1	1		2	1							6
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
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								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	2		1					4
2023						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
2024					1	1							2
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck					1	1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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	43	50	54	62	42	70	38	58	49	29	42	33	570
2022	7	17	19	18	16	25	28	31	27	19	25	23	255
Civil Rights		1	2			2	1						2
Civil Rights - Race						1	1						1
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transg						1						1	3
Claims		1											1
Claims - General		1											1
Customer Service	2	1	4	3	2	3	3	4	2	1	2		27
Customer Service - TSO	2	1	4	3	2	3	3	4	2	1	2		27
Expedited Passenger Screening Program	4	10	10	10	10	16	21	19	19	13	15	18	165
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19	19	13	15	18	163
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	2	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				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				3	1		1				3		8
Patdown - Flyer				3	1		1				3		8
Persons w/ Disabilities (PWD)		1	1	1		1	1		1			1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1				3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling		1				2		1		1	4	2	11
Property - Special Handling - Damaged Items - Carry-On										1	3	1	5
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		1										1	2
Screening	1		1	1		3	1	5	3	3	1		19
Screening - Inconsistency						1		1			1		3
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process	1		1	1		1	1	2	3	3			13
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		1											1
2023	16	13	21	25	12	27	10	27	22	10	17	10	210
Civil Rights								1			1	1	3
Civil Rights - Perceived Religion												1	1
Civil Rights - Race								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	2	1	3	1	2	2		2	2		2		17
Customer Service - TSO	2	1	3	1	2	2		2	2		2		17
Expedited Passenger Screening Program	11	11	16	19	5	21	8	21	15	7	10	5	149
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Pro			1	1							1		3
Expedited Passenger Screening Program	11	11	15	18	5	20	8	20	15	7	9	5	144
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
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	1				2		1	2	2	10
Mishandling of Passenger Property - Dam	1			1				1		1	2		6
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1				2	4
Patdown		1		1		1	1	1	1	1	1		8
Patdown - Flyer				1		1	1	1	1	1	1		7
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)				1	1		1		1		1		5
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		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1				1	1				1			4
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1												1
Screening	1			2	3	1			2			2	11
Screening - Children						1							1
Screening - Inconsistency	1			1									2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1	1				2			1	5
Screening - Retrieving Abandoned/Confiscated Items						1						1	2
2024	20	20	14	19	14	18							105
Civil Rights													1
Civil Rights - Race													1
Customer Service	2	2	1	6	2	3							16
Customer Service - CSM					1	1							2
Customer Service - TCC		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	1	6	1	2							13
Expedited Passenger Screening Program	13	14	10	11	7	9							64
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	13	14	10	10	7	9							63
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	1			1	3							8
Mishandling of Passenger Property - Dam	1				1	1							3
Mishandling of Passenger Property - Dam	2	1				2							5
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling				1	1	1							3
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked						1							1
Screening	1	2	1		2	2							8
Screening - Inconsistency			1										1
Screening - Lengthy Lines							2						2
Screening - Procedures/Process	1	1	1		1								4
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	4	5	3	3	3		2	2	5	1	5	38
2022	1	1	1	1	2	2		1	1	2		5	17
Customer Service		1		1									1
Customer Service - TSO		1		1									1
Expedited Passenger Screening Program	1		1		1	1				1			1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1		1					1			1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening						1		1	1	1			1
Screening - Inconsistency								1					1
Screening - Procedures/Process					1				1	1		1	1
2023	2	2	2	2	1	1		1	1	3	1		16
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	1	1		1	1	1			7
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		1			1	1		1	1	1			6
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) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility		1											1
Screening			1	1						1			3
Screening - Inconsistency			1	1									2
Screening - Procedures/Process										1			1
2024	2	1	2										5
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
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	6	4	6	4	1	2	3		1	5	1	36
2022	1	1	2	2	1		2	1			5	1	16
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		2	1			4	1	11
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1		1			2	1			4	1	10
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown			1										1
Patdown - Flyer			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2023		2		2	3	1		2		1			11
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program		2		2	2					1			7
Expedited Passenger Screening Program - TSA PreC		2		2	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
2024	2	3	2	2									9
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	2	1	1	1									5
Expedited Passenger Screening Program	2	1	1	1									5
Screening		1											1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2			1		2		1	1			3	10
2022						1		1	1			3	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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
2023				1		1							2
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening	1												1
Screening - Lengthy Lines	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	718	607	581	523	547	714	392	449	478	344	404	450	6,207
2022	168	178	163	130	159	222	166	217	222	150	205	209	2,189
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Airline			2	2		1			1		2	1	9
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			2	2		1					2	1	8
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	6	5	5	2	1	5	4	3	2	5	2	5	45
Civil Rights - Constitutional Rights				1						1			2
Civil Rights - Headwear									1				1
Civil Rights - National Origin	2										1		3
Civil Rights - Not Specified								1					1
Civil Rights - Race	1					3	1	2	1	3	1	5	17
Civil Rights - Racial Profiling or Discrimination	3	3	4	1	1								12
Civil Rights - Screening of Religious or Cultural Garment		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening		1					1			1			3
Claims		3		1	1			2					7
Claims - General		2		1									3
Claims - Status		1			1			2					4
Customer Service	28	36	31	23	27	31	20	34	30	19	29	26	334
Customer Service - Others		1											1
Customer Service - TSO	28	35	31	23	27	31	20	34	30	19	29	26	333
Duplicate E-mail	1		1	1									3
Duplicate E-mail - General	1		1	1									3
Expedited Passenger Screening Program	76	85	84	68	87	138	108	123	130	88	113	133	1,233
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		1	1	1	1	2	1	1			1	1	10
Expedited Passenger Screening Program	3	15	9	3	4	2	3	9	10	3	3	2	66
Expedited Passenger Screening Program	73	69	74	64	82	134	104	113	119	84	108	130	1,154
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1		1		2
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Identification (ID) Requirements			1		1	1							3
Identification (ID) Requirements - Domestic			1		1	1							3
Locks	1		1			2	2		1		1	1	9
Locks - Missing or Damaged Lock	1		1			2	2		1		1	1	9
Lost and Found	1	2				1			2			1	7
Lost and Found - Airport/TSA	1	2				1			2			1	7
Mishandling of Passenger Property	4	3	5	7	1	3	6	10	11	9	7	5	71
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	3	2	2	2	3	7	7	5	2	5	1	34
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2		3	5	1	1	2	3	6	5	2	3	33
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1		1	3
No Jurisdiction		1	3	4	2				1		1		12
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP		1							1				2
No Jurisdiction - Refer to Other			3	4	2								9
Patdown	5	1		2	2	3	1	3	4	3	6	2	32
Patdown - Children											1		1
Patdown - Flyer	5	1		2	2	3	1	2	4	3	4	2	29
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	9	3	4	7	8	4	5	6	6	7	4	68
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1					1		1		1			4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental			2			1				1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1	2						3
Persons w/ Disabilities (PWD) - General	1				2				1		1	1	6
Persons w/ Disabilities (PWD) - Hearing Impairment		1		1		1							3
Persons w/ Disabilities (PWD) - Internal Medical Device		1						1			1		3
Persons w/ Disabilities (PWD) - Medical Equipment	1				1				2				4
Persons w/ Disabilities (PWD) - Medically Necessary		3				1	2	1		2	1		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)		1			2				1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1						1			3
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) - Wheelchair	2	2		1	1	1		2	1	1	1	1	13
Prohibited & Permitted Items	2	2	2	1									7
Prohibited & Permitted Items - Breast Milk/Baby Formula		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	7	12	17	9	18	16	168
Property - Special Handling - Damaged Item	13	4	9	6	6	10	1	10	6	2	7	9	83
Property - Special Handling - Damaged Item	2	1	1	1	1	3			2	1	4	1	17
Property - Special Handling - Missing Item	4	2	4		5	3	3		8	3	6	4	42

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Categories	10-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	6	2	4		2		3	2	1	3	1	2	26
Screening	14	21	7	8	15	13	14	25	17	9	19	15	177
Screening - Children											1	1	2
Screening - Crew Member or Airline Employee		1										1	2
Screening - Inconsistency	5	3	1	1			3	6	3	1	4	6	33
Screening - International Screening								1					1
Screening - Lengthy Lines	3	3		2			2	4	4	4	3	2	27
Screening - Procedures/Process	6	13	6	5	14	13	9	13	10	4	11	5	109
Screening - Retrieving Abandoned/Confiscated Items					1			1					2
Screening - Security Breach		1											1
2023	253	210	217	208	223	271	226	232	256	194	199	241	2,730
Additional Information Required/Insufficient Information		1	2		1						1		5
Additional Information Required/Insufficient Information - Other		1	2		1						1		5
Airline		1	1		1						1		4
Airline - Policy/Regulations/Service		1	1		1						1		4
Civil Rights	1	2	2	1	3	3	8	9	3	4	2	1	39
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1				1			1		3
Civil Rights - Perceived Religion					1		2	1					4
Civil Rights - Race	1	2	2		2		4	6	2	3	1	1	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1	1	1			5
Civil Rights - Sexual Orientation - Not Transgender						1							1
Claims							1		1				2
Claims - General							1		1				2
Customer Service	33	24	25	21	20	24	33	31	34	27	32	23	327
Customer Service - Others	2												2
Customer Service - TCC										1			1
Customer Service - TSO	31	24	25	21	20	24	33	31	34	26	32	23	324
Expedited Passenger Screening Program	168	138	147	130	161	170	135	135	167	110	111	152	1,724
Expedited Passenger Screening Program - Active Duty Military								2		1			3
Expedited Passenger Screening Program - DoD			3			1	4				1		9
Expedited Passenger Screening Program - Other	10	7	5	8		7	1	2	2	1	3	6	52
Expedited Passenger Screening Program - TSA/DHS	158	130	139	121	161	162	130	131	165	108	107	145	1,657
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Locks		1			1	3		1		2	2		10
Locks - General											1		1
Locks - Missing or Damaged Lock		1			1	3		1		2	1		9
Lost and Found			3					1	1		2		7
Lost and Found - Airport/TSA			3					1	1		2		7
Mishandling of Passenger Property	9	14	7	19	8	11	7	7	3	10	8	14	117
Mishandling of Passenger Property - Damaged	3	6	2	15	4	6	4	5	2	5	4	10	66
Mishandling of Passenger Property - Damaged - Other	5	7	3	4	4	4	3	2	1	5	4	4	46
Mishandling of Passenger Property - Disposition	1	1	2			1							5
No Jurisdiction	1		1		1					1	1	3	8
No Jurisdiction - No Referral										1		1	2
No Jurisdiction - Refer to CBP											1	1	2
No Jurisdiction - Refer to Other	1		1		1							1	4
Ombudsman									1				1
Ombudsman - General									1				1
Patdown	4	3	7	2	1	2	3	1	2	6	2	1	34
Patdown - Children										1			1
Patdown - Flyer	4	3	7	2	1	2	3	1	2	5	2	1	33
Persons w/ Disabilities (PWD)	2	2	3		3	5	2	7	6	1	6	8	45
Persons w/ Disabilities (PWD) - Autism Spectrum											2		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1				1	2			3			1	8
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical [redacted]	1		1		1				1			1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					3		2	1		7
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1	2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1				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		1	1	3	9
Property - Special Handling	12	8	6	14	4	13	13	13	6	9	4	10	112
Property - Special Handling - Damaged Item	4	4	3	9	4	4	4	6	2	3	3	7	53
Property - Special Handling - Damaged Item - Other	1	2	1			4	3	2	2	1	1		17
Property - Special Handling - Missing Item	3		2	3		2	4	4	2	2		1	23
Property - Special Handling - Missing Item - Other	4	2	2			3	2	1		3		2	19
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	23	16	13	21	19	39	24	27	31	23	27	29	292
Screening - Crew Member or Airline Employee	2					1			3				6
Screening - Inconsistency	4	2	3	4	4	7	5	1	8	5	6	4	53
Screening - International Screening				1					1				2
Screening - Lengthy Lines	4	2	2	4		1	2	5	2	1		5	28
Screening - Procedures/Process	12	11	7	11	13	28	16	20	17	17	20	20	192
Screening - Retrieving Abandoned/Confiscated Items	1	1	1	1	2	2	1				1		10
Screening - Security Breach								1					1
2024	297	219	201	185	165	221							1,288
Additional Information Required/Insufficient Information	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1												1
Airline			2	1									3
Airline - Policy/Regulations/Service			2										2
Airline - Wheelchair Assistance				1									1
Civil Rights	4	2	5	5	5	5							26
Civil Rights - Age				1									1
Civil Rights - National Origin	1					2							3
Civil Rights - Not Specified				1		1							2
Civil Rights - Perceived Religion					1								1
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2	1	2	2							9
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	2	1								5
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening	2		1										3
CLEAR					1	2							3
CLEAR - Registered Traveler						2							2
CLEAR - TSA PreCheck Application Program					1								1
Customer Service	36	29	23	31	22	41							182
Customer Service - CSM						1							1
Customer Service - Others		2		1	1	4							8
Customer Service - TCC		1			1								2
Customer Service - TSO	36	26	23	30	20	36							171
Expedited Passenger Screening Program	190	130	118	100	103	129							770
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	1	5	7	3	1	1							18
Expedited Passenger Screening Program	188	125	110	97	102	127							749
Expedited Passenger Screening Program - TSA/DHS Employee			1										1
Locks	3	1			1								5
Locks - Missing or Damaged Lock	3	1			1								5
Lost and Found			2	1									3
Lost and Found - Airport/TSA			2	1									3
Mishandling of Passenger Property	10	11	13	15	14	13							76
Mishandling of Passenger Property - Dam	7	10	11	9	10	11							58
Mishandling of Passenger Property - Dam	3	1	2	6	3	2							17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction	3		1	1		3							8
No Jurisdiction - No Referral			1			3							4
No Jurisdiction - Refer to CBP	2												2
No Jurisdiction - Refer to Other	1			1									2
Patdown	5	4	3	3		2							17
Patdown - Flyer	5	4	2	3		2							16
Patdown - General			1										1
Persons w/ Disabilities (PWD)	10	4	3	3	4	3							27
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes	2				1								3
Persons w/ Disabilities (PWD) - General		1			1								2
Persons w/ Disabilities (PWD) - Medical D	1				1								2
Persons w/ Disabilities (PWD) - Medically	3	1				2							6
Persons w/ Disabilities (PWD) - Mobility D	2				1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1	1	2	2									6
Property - Special Handling	19	20	20	11	4	7							81
Property - Special Handling - Damaged It	12	13	6	6	3	5							45
Property - Special Handling - Damaged Items - Check		2		2	1								5
Property - Special Handling - Missing Item	2	4	8	2		1							17
Property - Special Handling - Missing Item	5	1	6	1		1							14
Screening	16	18	11	14	11	16							86
Screening - Crew Member or Airline Empl	2												2
Screening - Inconsistency		4	1	1	1	2							9
Screening - Lengthy Lines	4	1	3	2	1	5							16
Screening - Procedures/Process	10	12	7	10	8	7							54
Screening - Retrieving Abandoned/Confiscated Items		1		1		1							3
Screening - Security Breach					1								1
Screening - Shoe Screening						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2		5		1	2	4	2	1	3	1	3	24
2022	1		1			1		2		2	1	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			1			1				2	1		5
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA PreCheck			1			1				1	1		4
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening								1					1
Screening - Procedures/Process								1					1
2023			1				4		1	1		2	9
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1				3		1			2	7
Expedited Passenger Screening Program - TSA PreCheck			1				3		1			2	7
Screening							1						1
Screening - Crew Member or Airline Employee							1						1
2024	1		3		1	1							6
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
Patdown	1												1
Patdown - Children	1												1
Screening					1								1
Screening - Inconsistency					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1,076	957	1,097	815	791	1,108	822	827	832	828	751	764	10,668
2022	206	266	276	187	224	355	424	395	418	412	372	402	3,937
Airline	1		3	1	1		1	1	4	1		1	14
Airline - Lost Baggage					1				2				3
Airline - Policy/Regulations/Service	1		3	1			1	1	2	1		1	11
Cargo											1		1
Cargo - Indirect Air Carrier (IAC)											1		1
Civil Rights	3	5	5		4	4	6	9	6	4	1	5	52
Civil Rights - Age							1		1				2
Civil Rights - Headwear	1						1	1					3
Civil Rights - Perceived Religion												1	1
Civil Rights - Profiling								1		1			2
Civil Rights - Race					1	3	3	4	1	2	1	2	17
Civil Rights - Racial Profiling or Discrimination	1	4	2		1								8
Civil Rights - Sex/Gender/Gender Identity	1	1	1		1	1			1	1		1	8
Civil Rights - Sexual Orientation - Not Transgender			2		1			1	1				5
Civil Rights - Transgender Screening							1	2	2			1	6
Claims								1					1
Claims - Status								1					1
Customer Service	25	26	20	12	12	17	16	24	24	30	22	22	250
Customer Service - Others										1			1
Customer Service - TSO	25	26	20	12	12	17	16	24	24	29	22	22	249
DHS TRIP			1							1			2
DHS TRIP - General			1							1			2
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	191	197	129	168	289	347	301	339	327	291	334	3,035
Expedited Passenger Screening Program - Active Duty Military						2			1				3
Expedited Passenger Screening Program	2	4	1	1	1	4		2	2	1			18
Expedited Passenger Screening Program	5	31	10	12	10	9	10	9	16	14	6	7	139
Expedited Passenger Screening Program	115	156	184	116	157	274	337	289	318	311	285	327	2,869
Expedited Passenger Screening Program - TSA/DHS Employee			2					1	2	1			6
Hazardous Materials Safety		1						1			1		3
Hazardous Materials Safety - General		1						1			1		3
Identification (ID) Requirements	2			3									5
Identification (ID) Requirements - Domestic	2			3									5
Locks	2			1	2	3	1	2	1	1	1		14
Locks - Missing or Damaged Lock	2			1	2	3	1	2	1	1	1		14
Lost and Found	2	4		2	1	2		3	2	1	1	2	20
Lost and Found - Airport/TSA	2	4		2	1	2		3	2	1	1	2	20
Mishandling of Passenger Property	2	3	5	3	2	3	9	9	5	7	7	12	67
Mishandling of Passenger Property - Damaged	1	2	3	1	1	3	3	3	4	4		4	22
Mishandling of Passenger Property - Damaged/Missing	1	2	3	3		1	6	5	5	3	6	7	39
Mishandling of Passenger Property - Disposition	1				1	1		1			1	1	6
No Jurisdiction		1	2		2		6	4	3	6	3		30
No Jurisdiction - No Referral							1	1		1			3
No Jurisdiction - Refer to CBP			1		1		3	3	3	1	2	3	17
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		1			1		2			1	4		9
Patdown	3	5	4	8	2	5	9	6	7	3	4	4	60
Patdown - Children				1			1						2
Patdown - Flyer	3	3	4	5	2	5	8	5	5	3	4	4	51
Patdown - Flyer as Observer		2		2									4
Patdown - General									1				1
Patdown - Non-Flyer								1	1				2
Persons w/ Disabilities (PWD)	8	8	4	4	4	8	3	9	3	13	5	1	70
Persons w/ Disabilities (PWD) - Autism Spectrum		1								1	1		3
Persons w/ Disabilities (PWD) - Cancer (genetic)	1									1			2
Persons w/ Disabilities (PWD) - Cognitive/Developmental		1				1							3
Persons w/ Disabilities (PWD) - Diabetes					1		1		1		1		4
Persons w/ Disabilities (PWD) - General	1	1			1	1			1				5
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1				2			4
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	1	1	1	1	1	3	1	4		3	1	1	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1	1					1		3			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		2					1						3
Persons w/ Disabilities (PWD) - Prostheses	1			1							1		3
Persons w/ Disabilities (PWD) - Service Animals			1	1		1		1					4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment	1									1			2
Persons w/ Disabilities (PWD) - Wheelchair	1							1	1		1		4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Breast Milk/Baby Food		1											1
Prohibited & Permitted Items - Electronic	1	1	1										3
Property - Special Handling	17	7	20	18	18	13	10	11	14	5	9	7	149
Property - Special Handling - Damaged Items - Carry-On	6	7	6	7	6	4	2	2	3			3	33
Property - Special Handling - Damaged Items - Checked	2		3	1	1	2	1	1	3	1	2	1	18
Property - Special Handling - Missing Items - Carry-On	10	7	9	5	7	5	5	1	5	2	5		61
Property - Special Handling - Missing Items - Checked	5		2	5	4	2	2	7	3	2	2	3	37
Screening	8	12	15	6	8	10	16	14	10	16	23	11	149
Screening - Children	1												1
Screening - Inconsistency	1	2	5	1		2	2	2	3	3	6		27
Screening - International Screening			1										1
Screening - Lengthy Lines	1				1			2		1		3	8

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	8	9	5	7	8	13	8	7	11	16	8	105
Screening - Retrieving Abandoned/Confiscated Items							1	2		1	1		5
Screening - Shoe Screening		2											2
TWIC						1							1
TWIC - General						1							1
2023	419	399	441	324	299	393	398	432	414	416	379	362	4,676
Additional Information Required/Insufficient Information	1		1									1	3
Additional Information Required/Insufficient Informati	1		1									1	3
Airline		2					1		2	1	1	1	8
Airline - Lost Baggage							1		1				2
Airline - Policy/Regulations/Service		2							1	1	1	1	6
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - General												1	1
Civil Rights	3	8	4	4	5	8	6	10	8	7	6	3	72
Civil Rights - Age						1			1				2
Civil Rights - Headwear									1				1
Civil Rights - National Origin		1					2			1			4
Civil Rights - Not Specified						1	1	2		1			5
Civil Rights - Perceived Religion				1					1		1	1	4
Civil Rights - Profiling								2				1	3
Civil Rights - Race	3	4	3	2	2	4		2	3	3	4	1	31
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1	1	1	1	2	3	2	1	1			13
Civil Rights - Transgender Screening		2			2			1	1	1			8
Claims	2		1						1		1		5
Claims - General	1								1				2
Claims - Status	1		1								1		3
Customer Service	29	16	14	15	15	22	22	19	26	26	20	28	252
Customer Service - CSM	1												1
Customer Service - Others			1										1
Customer Service - TCC												1	1
Customer Service - TSO	28	16	13	15	15	22	22	19	26	26	20	27	249
DHS TRIP										2			2
DHS TRIP - General										2			2
Expedited Passenger Screening Program	344	326	368	259	231	310	319	329	308	308	283	271	3,656
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program	3					1	3	2	1				10
Expedited Passenger Screening Program	12	13	7	6	4	1	9	7	5	7	9	7	87
Expedited Passenger Screening Program	329	313	361	253	226	307	307	319	301	301	274	263	3,554
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	1		1				1	4
Freedom of Information Act (FOIA)								1					1
Freedom of Information Act (FOIA) - General								1					1
Hazardous Materials Safety		1							2				3
Hazardous Materials Safety - General		1							2				3
Locks			1	3	3	3	3	3	3	1	2		22
Locks - General									1				1
Locks - Missing or Damaged Lock			1	3	3	3	3	3	2	1	2		21
Lost and Found	1	2	1	1			3	3	1	5	7	3	27
Lost and Found - Airport/TSA	1	2	1	1			3	3	1	5	7	3	27
Mishandling of Passenger Property	5	8	6	3	11	16	7	16	8	16	13	8	117
Mishandling of Passenger Property - Dam	2	5	3	2	7	7	2	11	6	8	5	3	61
Mishandling of Passenger Property - Dam	2	1	3	1	2	8	5	5	2	7	7	3	46
Mishandling of Passenger Property - Disa	1	2		2	1				1	1	1	2	10
No Jurisdiction	1	1	4	3	1	1	2	1	6	3	2	6	31
No Jurisdiction - No Referral					1				1		1	1	4
No Jurisdiction - Refer to CBP	1	1	3	1			1	1	3	3		5	19
No Jurisdiction - Refer to Other			1	2		1	1		2		1		8
Patdown	6	7	6	2	6	3	6	7	8	4	5	7	67
Patdown - Children						1	2						3
Patdown - Flyer	6	7	6	2	4	2	3	7	8	4	5	7	61
Patdown - Flyer as Observer					2		1						3
Persons w/ Disabilities (PWD)	3	4	7	3	2	2	1	4	4	5	5	9	49
Persons w/ Disabilities (PWD) - Autism S	1	1							1				3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes										1	2	1	4
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	1	1			1			2	1	2	1	3	12
Persons w/ Disabilities (PWD) - Metal Implants (Joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2		1	1		1					6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	2		1	1	1	1	1		1	11
Property - Special Handling	8	10	12	10	7	11	14	24	18	16	17	11	158
Property - Special Handling - Damaged It	1	2	2	1	2	4	1	5	5	3	6	3	35
Property - Special Handling - Damaged Items - Check	2		1	1	1	2	5	2	3	4	2	1	24
Property - Special Handling - Missing Item	4	2	5	4	2	3	15	9	5	6	2	5	57
Property - Special Handling - Missing Item	3	4	4	4	4	3	5	2	1	4	3	5	42
Screening	17	13	16	20	18	17	14	15	19	22	16	13	200
Screening - Crew Member or Airline Empl	2		1					1		2			6
Screening - Gate Pass										1			1
Screening - Inconsistency	3	3		7	4	1	2	2	1	1	2	2	28

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2		3			1	1		1	9
Screening - Military									1				1
Screening - Procedures/Process	12	9	12	9	11	12	12	10	15	16	13	8	139
Screening - Retrieving Abandoned/Confiscated Items			2	1	3	1		2	1	1	1	2	14
TWIC				1							1		2
TWIC - General				1							1		2
2024	451	292	380	304	268	360							2,055
Airline	1	3		1	1								6
Airline - Lost Baggage	1	1			1								3
Airline - Policy/Regulations/Service		2		1									3
Civil Rights	2	1	4	7	4	15							33
Civil Rights - Age						2							2
Civil Rights - National Origin			2			1							3
Civil Rights - Profiling				1									1
Civil Rights - Race	1		1	6	3	8							19
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity	1		1			2							4
Civil Rights - Sexual Orientation - Not Transgender		1				1							2
Civil Rights - Transgender Screening						1							1
Claims		1											1
Claims - General		1											1
Customer Service	23	13	35	31	19	26							147
Customer Service - CSM				1									1
Customer Service - Others			2		1								3
Customer Service - TCC	1												1
Customer Service - TSO	22	13	33	30	18	26							142
Expedited Passenger Screening Program	370	225	293	204	202	260							1,554
Expedited Passenger Screening Program	11	5	13	4	2	5							40
Expedited Passenger Screening Program	359	219	280	199	200	255							1,512
Expedited Passenger Screening Program - TSA/DHS		1		1									2
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Locks					3	1							4
Locks - Missing or Damaged Lock					3	1							4
Lost and Found	2	3	6	3		4							18
Lost and Found - Airport/TSA	2	3	6	3		4							18
Mishandling of Passenger Property	7	10	9	19	10	9							64
Mishandling of Passenger Property - Dam	4	4	3	10	4	3							28
Mishandling of Passenger Property - Dam	3	6	5	9	4	4							31
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	1							3
No Jurisdiction	7	2	1	2	3	4							19
No Jurisdiction - No Referral	1	1	1		2								5
No Jurisdiction - Refer to CBP	5			2	1	3							11
No Jurisdiction - Refer to Other	1	1				1							3
Ombudsman		1											1
Ombudsman - General		1											1
Patdown	7	4	6	3	4	7							31
Patdown - Children	1												1
Patdown - Flyer	6	4	6	3	4	7							30
Persons w/ Disabilities (PWD)	3	2	4	8	7	6							30
Persons w/ Disabilities (PWD) - Autism Sp	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									2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2	1								3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	3		2							6
Persons w/ Disabilities (PWD) - Respirator	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1	2	1	3	2							9
Property - Special Handling	15	9	15	13	6	13							71
Property - Special Handling - Damaged It	3	5	3	1	1	2							15
Property - Special Handling - Damaged It	1		1	2	2	2							8
Property - Special Handling - Missing Item	8	4	5	9	3	5							34
Property - Special Handling - Missing Item	3		6	1		4							14
Screening	13	18	7	13	9	15							75
Screening - Children		1	1										2
Screening - Inconsistency	1	2		1	1	1							6
Screening - Lengthy Lines		1				3							4
Screening - Procedures/Process	12	13	5	10	6	10							56
Screening - Retrieving Abandoned/Confiscated Items		1	1	1		1							4
Screening - Security Breach				1	1								2
Screening - Shoe Screening					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	15	18	23	12	12	15	15	19	14	13	7	14	177
2022	5	5	6	7	4	5	3	5	3	4	4	9	60
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	1	1			1	10
Customer Service - Others									1				1
Customer Service - TSO	2	1		1	1	1	1	1				1	9
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3	1	3	4	7	39
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	2	4	5	2	3	2	3	1	3	4	7	38
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction												1	1
No Jurisdiction - No Referral												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 - Checke		1											1
Screening								1	1	1			3
Screening - Procedures/Process								1	1	1			3
2023	7	9	9	3	4	5	12	14	11	9	3	5	91
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights						1	1			1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1			2
Civil Rights - Transgender Screening						1							1
Customer Service		1			1		1	2	1	2			8
Customer Service - TSO		1			1		1	2	1	2			8
Expedited Passenger Screening Program	6	5	5	3	2	4	9	6	9	6	2	3	60
Expedited Passenger Screening Program	6	5	5	3	1	4	9	6	9	6	2	3	59
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1									1	1	3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Screening	1	1	3		1		1	6	1				14
Screening - Inconsistency			3				1						4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			5	1				7
Screening - Retrieving Abandoned/Confis	1	1											2
2024	3	4	8	2	4	5							26
Customer Service	2		1	1	1								5
Customer Service - TSO	2		1	1	1								5
Expedited Passenger Screening Program		2	7	1	3	4							17
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program - TSA PreC		2	6	1	3	4							16
Patdown		1											1
Patdown - Flyer		1											1
Screening	1	1				1							3
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency						1							1
Screening - Procedures/Process		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3		4	2	1	6	2		1	2	25
2022		2	2		2	1	1	4	1		1	2	16
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			2	2	2	1		4				2	13
Expedited Passenger Screening Program - TSA PreC			2	2	2	1		4				2	13
Patdown							1						1
Patdown - Children							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
2023	2							2	1				5
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2							1					3
Expedited Passenger Screening Program	2							1					3
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
2024				1	2	1							4
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Screening				1		1							2
Screening - Procedures/Process				1		1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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		3		2	1	1			2	2	2		13
2022		1							1		2		4
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Screening			1								2		3
Screening - Inconsistency											1		1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1										1
2023					1				1	2			4
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
Screening									1				1
Screening - Procedures/Process									1				1
2024		2		2		1							5
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Screening			2										2
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	5	1	2	3	7	2	3	5	2	4	6	45
2022	1			1	1	1		2			2	4	12
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Expedited Passenger Screening Program	1				1	1		1			1	2	7
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 - Procedures/Process								1			1		2
2023	1	1		1	2	2	2	1	5	2	2	2	21
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1	1	14
Expedited Passenger Screening Program	1	1		1	2	2		1	2	2	1	1	14
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
Screening							1		1			1	3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process									1			1	2
2024	3	4	1			4							12
Customer Service						2							2
Customer Service - TSO						2							2
Expedited Passenger Screening Program	3	4	1			1							9
Expedited Passenger Screening Program	3	4	1			1							9
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	8	2	6	3	4	4	6	5	5	7	3	54
2022				1		3	3	3	4	3	2	1	20
Civil Rights													2
Civil Rights - Transgender Screening							2						2
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program				1		2	1	3	1	2	1		11
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck							2	1	3	1	2	1	10
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										2			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked										1			1
2023		2	1		2	1	1	3	1	2	5	2	20
Airline										1			1
Airline - Lost Baggage										1			1
Expedited Passenger Screening Program			2	1	1			2		1	2	2	11
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC			2	1				2		1	2	2	10
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown						1					2		3
Patdown - Children											1		1
Patdown - Flyer						1					1		2
Property - Special Handling							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
2024	1	6	1	5	1								14
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Expedited Passenger Screening Program			3	2									5
Expedited Passenger Screening Program - TSA PreC			3	2									5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Prosthesis		1	1										2
Screening			1	1	1								3
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items			1	1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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		1	2		2			2	1	11
2022			1			1		1			1	1	4
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Screening											1		1
Screening - Procedures/Process											1		1
2023						1		1			1	1	4
Expedited Passenger Screening Program						1		1			1	1	4
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program - TSA PreCheck								1			1		2
2024	2				1								3
Customer Service	1				1								1
Customer Service - TSO	1												1
Screening	1						1						2
Screening - Inconsistency	1												1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	12	22	11	20	21	25	14	17	10	13	21	20	206
2022	1	4	4	3	5	6	8	4	6	8	13	10	72
Civil Rights											1		1
Civil Rights - Race											1		1
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	6	4	5	8	11	7	59
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program - TSA PreC		3	4	2	4	5	6	4	5	7	9	7	56
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 - Damaged It	1												1
Screening		1				1	1		1			2	6
Screening - Inconsistency						1						1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1							1			1	3
2023	6	8	5	9	7	7	6	13	4	5	8	10	88
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	6	8	5	9	7	6	6	10	4	5	8	9	83
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	6	8	5	9	7	6	6	9	4	4	8	9	81
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Patdown								1					1
Patdown - Flyer								1					1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2024	5	10	2	8	9	12							46
Customer Service					2	2							4
Customer Service - TSO					2	2							4
Expedited Passenger Screening Program	4	9	1	7	4	7							32
Expedited Passenger Screening Program - TSA Appl		1		2		1							4
Expedited Passenger Screening Program	4	8	1	5	4	6							28
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 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
Screening		1	1			2							6
Screening - International Screening					2								1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1	1			2							4

TSA Contact Center Traveler Complaints Report

Categories	10-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	12	13	12	10	13	16	14	12	14	14	9	9	148
2022	4	3	2	1	4	6	6	3	6	5	6	4	50
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3	6	5	4	3	43
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3	6	5	4	3	41
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening											2	1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process											1	1	2
2023	6	5	6	6	4	9	8	9	8	9	3	5	78
Customer Service		2						1	1				4
Customer Service - TSO		2						1	1				4
Expedited Passenger Screening Program	5	3	5	6	4	7	8	8	7	8	3	4	68
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program	5	3	5	6	4	7	8	7	7	8	3	4	67
Mishandling of Passenger Property											1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Patdown			1										1
Patdown - Flyer			1										1
Screening	1					2							3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process							2						2
2024	2	5	4	3	5	1							20
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
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	2	3	2	3	1							12
Expedited Passenger Screening Program	1	2	3	2	3	1							12
Patdown						1							1
Patdown - Children						1							1
Screening						1							1
Screening - Inconsistency						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	532	547	524	443	427	605	450	392	390	346	437	377	5,470
2022	93	136	131	104	98	215	224	200	225	178	248	175	2,027
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline				1			1				1	1	4
Airline - Policy/Regulations/Service				1			1				1	1	4
Civil Rights	1	2	4		2	6	7	1	3	1	1	1	29
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1						2	1					4
Civil Rights - Profiling							1						1
Civil Rights - Race					1	2	1		1		1	1	7
Civil Rights - Racial Profiling or Discrimination		2	2										4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	2	1		2	1			9
Civil Rights - Sexual Orientation - 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	15	17	19	11	6	22	12	11	19	17	11	11	171
Customer Service - Others			1				1						2
Customer Service - TSO	15	17	18	11	6	22	11	11	19	17	11	11	169
Expedited Passenger Screening Program	61	91	90	71	73	151	173	158	168	135	210	132	1,513
Expedited Passenger Screening Program	1								1			1	3
Expedited Passenger Screening Program	1					1			1		1		4
Expedited Passenger Screening Program	3	8	5	2	3	4	4	8	8	1	4	8	58
Expedited Passenger Screening Program	56	83	85	68	70	146	168	149	158	133	204	123	1,443
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1			1	1			1	1	5
Locks			1		1						1		3
Locks - Missing or Damaged Lock			1		1						1		3
Lost and Found			1		1	2	1	1	4		2	3	15
Lost and Found - Airport/TSA			1		1	2	1	1	4		2	3	15
Mishandling of Passenger Property	1	2	1		1	3	3	4	5	5	8	8	41
Mishandling of Passenger Property - Damaged/Missi		2	1				1	1	2	4	6	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2	2	3		2	3	14
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1		1		1		2	6
No Jurisdiction		1		1	1	1			2				6
No Jurisdiction - No Referral				1					2				3
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - General				1						1			2
Patdown	1	2			1	6		6	3	1	2	2	24
Patdown - Children						1		1		1			3
Patdown - Flyer	1	2			1	4		5	3		2	2	20
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	1	5	4	4	10	2	2	3		2	41
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1			2		1						4
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		3							1				4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1						3
Persons w/ Disabilities (PWD) - Metal Imp	1	1								1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Ni		1	1				1	2		1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
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)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1	4						7
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Food/Beve	1												1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	3	4	4	3	5	12	6	6	4	5	7	7	66
Property - Special Handling - Damaged It	1	2	1	2	1	3	3	1	2		2	2	20
Property - Special Handling - Damaged Items - Check		1			1	3	1	1					7
Property - Special Handling - Missing Item	2	1	1	1	2	2	3	1	4	3	3	3	23
Property - Special Handling - Missing Items - Checked			2		1	4	2	1	1	1	2	2	16
Screening	7	11	9	9	3	7	11	11	15	9	6	8	106
Screening - Classified Materials	1												1
Screening - Inconsistency	1	4	1	1	1	1	3	1	1		2	1	17
Screening - Lengthy Lines	1	1	2	1	2	1	3	3	4	2			20
Screening - Procedures/Process	4	6	6	6		5	4	6	8	6	3	7	61
Screening - Retrieving Abandoned/Confiscated Items							1	1	2		1		5
Screening - Security Breach										1			1
Screening - Traveling with Cash				1									1
2023	186	208	196	156	169	206	226	192	165	168	189	202	2,263
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Airline	1			1			1			1		2	6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service				1			1					2	4

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Wheelchair Assistance		1											1
Civil Rights	2	1	3	3	2	1	5	5	7	3	3	1	36
Civil Rights - Age				1									1
Civil Rights - National Origin					1				1				2
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Profiling									1				1
Civil Rights - Race	1		3	2	1	1	2	2	4	1			17
Civil Rights - Screening of Religious or Cultural Garments											2		2
Civil Rights - Sex/Gender/Gender Identity	1						2	1		2	1		7
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening								1				1	2
Customer Service	18	9	20	13	14	14	21	12	20	13	15	12	181
Customer Service - Others	1												1
Customer Service - TCC			1										1
Customer Service - TSO	17	9	19	13	14	14	21	12	20	13	15	12	179
Expedited Passenger Screening Program	146	180	162	115	133	160	168	143	110	125	133	163	1,738
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - DoD		1		1			1		1				4
Expedited Passenger Screening Program	6	5	4	5	2		1	3	3	1	2	3	35
Expedited Passenger Screening Program	139	174	158	108	131	160	166	140	106	124	131	160	1,697
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks				2	1			2				1	6
Locks - Missing or Damaged Lock				2	1			2				1	6
Lost and Found			1	2		1	1	1		3			9
Lost and Found - Airport/TSA			1	2		1	1	1		3			9
Mishandling of Passenger Property	2	3	2	1	2	4	5	5	5	4	2	4	39
Mishandling of Passenger Property - Dam	2	2	1	1	1	4	5	2	3	2	1	3	27
Mishandling of Passenger Property - Damaged/Missi		1	1		1			3	1		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	2			3
No Jurisdiction			1	1	1	2	1	1	1	1			9
No Jurisdiction - No Referral			1	1		2	1	1					6
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to Other									1	1			2
Patdown	3			2	3	3		2	1	2		4	20
Patdown - Children						1							1
Patdown - Flyer	3			2	3	2		2	1	2		3	18
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	2			3	3	5	3	2	5	6	3	33
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			1		3
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1				4	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1		1			3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2	1	1					6
Property - Special Handling	5	4	4	9	3	6	6	6	6	3	9	4	65
Property - Special Handling - Damaged Items - Carry		1	1	2	1	3	4	2	1	2	3	3	23
Property - Special Handling - Damaged It	1			1					1				3
Property - Special Handling - Missing Item	3	3	2	3	1	2	2	4	3	1	5	1	30
Property - Special Handling - Missing Item	1		1	3	1	1			1		1		9
Screening	7	8	3	7	7	12	13	12	13	11	18	8	119
Screening - Children											2		2
Screening - Crew Member or Airline Employee					1			1	1				3
Screening - Inconsistency	1	1	1	2	2	3	3	3	3	1		2	22
Screening - International Screening							1						1
Screening - Lengthy Lines	1	2			1	1	1	5	1	1	3	1	17
Screening - Procedures/Process	5	5	1	5	3	7	7	3	7	8	12	5	68
Screening - Retrieving Abandoned/Confiscated Items			1			1	1			1	1		5
Screening - Traveling with Cash									1				1
2024	253	203	197	183	160	184							1,180
Airline				1	1								2
Airline - Lost Baggage					1								1
Airline - Policy/Regulations/Service				1									1
Civil Rights	2	3	2	3	3	3							16
Civil Rights - Perceived Religion	1												1
Civil Rights - Profiling						1							1
Civil Rights - Race		2		1	3	1							7
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2	2									4
Civil Rights - Transgender Screening	1					1							2
Claims		1											1
Claims - General		1											1
Customer Service	23	18	33	26	19	18							137
Customer Service - CSM						1							1
Customer Service - Others						1							1
Customer Service - TCC					1								1
Customer Service - TSO	23	18	33	26	18	16							134

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP			1			1							2
DHS TRIP - General			1			1							2
Expedited Passenger Screening Program	190	138	132	129	112	127							828
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - Over 75			1										1
Expedited Passenger Screening Program	5	1	4	1	3	2							16
Expedited Passenger Screening Program	185	136	127	127	109	125							809
Expedited Passenger Screening Program - TSA/DHS		1											1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General			1										1
Locks	1			1		1							3
Locks - Missing or Damaged Lock	1			1		1							3
Lost and Found	4	1		1		1							7
Lost and Found - Airport/TSA	4	1		1		1							7
Mishandling of Passenger Property	7	8	8	4	3	9							39
Mishandling of Passenger Property - Dam	5	5	4	2	3	7							26
Mishandling of Passenger Property - Dam	2	3	3	1		1							10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1							2
Mishandling of Passenger Property - Disarranged Items--Carry-on			1										1
No Jurisdiction		1	1	1	1	1							5
No Jurisdiction - No Referral				1		1							2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other		1				1							2
Patdown	2	2	2	1	1	4							12
Patdown - Children			1										1
Patdown - Flyer	2	2	1	1	1	4							11
Persons w/ Disabilities (PWD)	6	4	1	2	3	6							22
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) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							2
Persons w/ Disabilities (PWD) - Medically	2	1		1		1							5
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Mobility D	2	1				1							4
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8	11	5	7	4	4							39
Property - Special Handling - Damaged It	2	5	1	3	2								13
Property - Special Handling - Damaged Items - Check		3			1								4
Property - Special Handling - Missing Item	4	1	4	3	1	1							14
Property - Special Handling - Missing Item	2	2		1		3							8
Screening	10	15	12	7	12	10							66
Screening - Inconsistency	1	4				3							8
Screening - Lengthy Lines		1	8	3	6	3							21
Screening - Procedures/Process	8	9	4	4	5	4							34
Screening - Retrieving Abandoned/Confis	1	1											2
Screening - Security Breach					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	52	49	34	54	60	43	47	29	46	40	34	55	543
2022	10	16	10	16	12	11	19	15	19	18	14	29	189
Civil Rights				1	1						1	3	6
Civil Rights - Race											1	2	3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	2	2		3	1		3	4	1	2	2	4	24
Customer Service - TSO	2	2		3	1		3	4	1	2	2	4	24
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4	15	15	10	17	122
Expedited Passenger Screening Program	1	3	1						2	3	2	2	14
Expedited Passenger Screening Program	7	8	7	8	7	8	11	4	13	12	8	15	108
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	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			1		1	4
Patdown - Flyer				1			1			1		1	4
Persons w/ Disabilities (PWD)						1	2	4	1				8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1	1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								3					3
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling		1			1	1		1				1	5
Property - Special Handling - Damaged Items - Carry		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
Screening			2	2	1	1	2	1	2		1	2	14
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1								2	3
Screening - Procedures/Process			2			1	2	1	2		1		10
2023	20	20	13	24	34	15	28	14	27	22	20	26	263
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights				1	1				1		1		4
Civil Rights - Race					1				1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Customer Service	2	4	3	2	4	1	2		1	1	2	2	24
Customer Service - TSO	2	4	3	2	4	1	2		1	1	2	2	24
Expedited Passenger Screening Program	13	15	8	13	25	12	19	12	20	18	13	16	184
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - TSA Application Program				1							1		2
Expedited Passenger Screening Program	13	15	8	12	25	12	19	12	20	18	12	15	181
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			1	1	1	1	1	1	1	1	2	13
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	1			1			1	1				1	5
Mishandling of Passenger Property - Disposition	1										1		2
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown				1				1			2	1	5
Patdown - Flyer				1				1			2	1	5
Persons w/ Disabilities (PWD)	1			1	1		2		2		1	2	10
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1				1		1		2		1	2	8
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		1	2	1							1	6
Property - Special Handling - Damaged Items - Carry-On			1	1	1							1	4
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	1	2		1	4			2		1	12
Screening - Inconsistency				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process			1	1		1	3			2		1	10
2024	22	13	11	14	14	17							91
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service	2	1	2	1		3							9
Customer Service - TCC						1							1
Customer Service - TSO	2	1	2	1		2							8
Expedited Passenger Screening Program	19	9	9	9	11	7							64
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Appl		1			1								2
Expedited Passenger Screening Program	18	8	9	9	10	7							61
HAZMAT Endorsement						1							1
HAZMAT Endorsement - General						1							1
Lost and Found				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
Persons w/ Disabilities (PWD)		1		1	1	4							7
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	1	2							4
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	1							3
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked						1							1
Screening			2		1	1							4
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	46	50	47	33	52	64	36	60	47	47	39	38	559
2022	12	19	12	15	13	27	23	26	27	26	21	21	242
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1		1	1	1		1		5
Civil Rights - National Origin											1		1
Civil Rights - Race							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	2	2	1	2	6		4	5	2	4	2	33
Customer Service - TSO	3	2	2	1	2	6		4	5	2	4	2	33
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16	17	20	14	16	164
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1							1		1	1	4
Expedited Passenger Screening Program	8	10	9	12	6	17	17	16	16	20	13	15	159
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown								1	1	1		1	4
Patdown - Flyer								1	1	1		1	4
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Property - Special Handling	1		1	1		2		1	1	2			9
Property - Special Handling - Damaged Items - Carry-On			1			1		1					3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Item	1			1					1				3
Property - Special Handling - Missing Items - Checked						1				1			2
Screening		5		1	2	1	4	3	2	1	2	1	22
Screening - Inconsistency		2						1					3
Screening - Lengthy Lines		1			1	1	2	1	1	1		1	9
Screening - Procedures/Process		2		1			2	1	1		2		9
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023	16	14	21	11	22	24	13	34	20	21	18	17	231
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Animals					1								1
Animals - Carry-On					1								1
Civil Rights								1		1	2		4
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Civil Rights - Transgender Screening								1					1
Customer Service	3	1	2		4	3		2	1			1	17
Customer Service - CSM						1							1
Customer Service - TSO	3	1	2		4	2		2	1			1	16
Expedited Passenger Screening Program	10	12	18	10	13	15	9	27	15	16	11	14	170
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Program								1	1	1		1	4
Expedited Passenger Screening Program	10	12	18	10	13	15	9	26	14	15	11	12	165
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2				2	3			2		1		10
Mishandling of Passenger Property - Dam	1					3							4
Mishandling of Passenger Property - Dam	1				2				2		1		6
Patdown			1			2				1	1	1	6
Patdown - Flyer			1			1				1	1	1	5
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1			2	2			5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			1				3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling							2			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		2	4			2		12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency					1								1
Screening - Lengthy Lines	1			1				1					3
Screening - Procedures/Process		1					2	1			2		6
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	18	17	14	7	17	13							86
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service	1	3	4	2	2	4							16
Customer Service - TSO	1	3	4	2	2	4							16
Expedited Passenger Screening Program	12	5	8	3	11	7							46
Expedited Passenger Screening Program	12	5	8	3	11	7							46
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Persons w/ Disabilities (PWD)		2	1		1	1							5
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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) - 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
Property - Special Handling - Damaged Items - Carry			1										1
Screening		4	5	1	1	3	1						15
Screening - Inconsistency				1									1
Screening - Lengthy Lines		1	3		1	2	1						8
Screening - Procedures/Process		3	2			1							6

TSA Contact Center Traveler Complaints Report

Categories	10-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	43	55	44	45	28	44	26	36	38	32	34	39	464
2022	10	10	17	16	11	9	12	21	25	21	19	31	202
Civil Rights						1					1		2
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	2	2		2		1	3	2	1	2	2	18
Customer Service - Others									1				1
Customer Service - TSO	1	2	2		2		1	3	1	1	2	2	17
Expedited Passenger Screening Program	9	6	15	14	9	6	4	13	14	14	12	24	140
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD					2								2
Expedited Passenger Screening Program	2	1					1				1	1	6
Expedited Passenger Screening Program	7	5	15	14	7	6	3	12	14	12	11	23	129
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										2			2
Locks							1						1
Locks - General													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 - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown									2				2
Patdown - Flyer									2				2
Persons w/ Disabilities (PWD)							2	1		1		1	5
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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Property - Special Handling		1							4	2	2		9
Property - Special Handling - Damaged Items - Check		1							3	1	1		6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked									1		1		2
Screening		1		2		2	3	4	3	2	1	2	20
Screening - Inconsistency						1				2	1		4
Screening - Lengthy Lines							1	3					4
Screening - Procedures/Process		1		2		1	2	1	1	2		2	12
2023	23	29	15	17	6	22	14	15	13	11	15	8	188
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights						1	2						3
Civil Rights - Race						1	2						3
Customer Service	1	3			1	1	1	3			1		11
Customer Service - Others								1					1
Customer Service - TSO	1	3			1	1	1	2			1		10
Expedited Passenger Screening Program	13	22	12	12	4	14	10	10	10	8	13	7	135
Expedited Passenger Screening Program - DoD		2											2
Expedited Passenger Screening Program - TSA Application Pro			2						1		1		4
Expedited Passenger Screening Program	13	20	10	12	4	14	10	10	9	8	12	7	129
Mishandling of Passenger Property			1			2			1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2			1	1			4
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			3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Property - Special Handling	1	1		2		1			1		1		7
Property - Special Handling - Damaged Items - Carry-On				1		1					1		3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke		1							1				2
Screening	8	1	2	2	1	3	1	1	1	1			21
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1					1		1					3
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	6	1	2		1	2	1		1	1			15
2024	10	16	12	12	11	13							74
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service		2	1	1	2								6
Customer Service - TSO		2	1	1	2								6
Expedited Passenger Screening Program	8	12	7	10	5	10							52
Expedited Passenger Screening Program	2	1		1									4
Expedited Passenger Screening Program	6	11	7	9	5	10							48
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						2
Patdown - Flyer					1		1						2
Persons w/ Disabilities (PWD)		1	1			1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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			2	1									3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening		1	1			2	1						5
Screening - Inconsistency						1	1						2
Screening - Procedures/Process		1	1			1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	9	9	5	3	4	5	8	1	2	6	9	68
2022	3	1	1	2			2	3			4	6	22
Civil Rights													1
Civil Rights - Race													1
Customer Service	1	1					1						3
Customer Service - TSO	1	1					1						3
Expedited Passenger Screening Program				1			1	2			3	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck				1			1	2			2	1	7
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) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Screening	1										1	1	3
Screening - Procedures/Process	1										1	1	3
2023	3	4	6	2	1	3	3	5	1	2	2	3	35
Civil Rights													1
Civil Rights - Race													1
Customer Service			1	1				1					3
Customer Service - TSO			1	1				1					3
Expedited Passenger Screening Program	2	3	4	1	1	3	3	1	1	1		2	22
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program	2	3	3	1	1	3	3	1	1	1		2	21
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/Missi		1											1
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Screening								3		1	1		5
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process								2					2
2024	1	4	2	1	2	1							11
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	1	2	1							6
Expedited Passenger Screening Program - TSA PreC		1	1	1	2	1							6
Patdown		1	1										2
Patdown - Flyer		1	1										2

TSA Contact Center Traveler Complaints Report

Categories	10-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				1				2
2022					1				1				2
Customer Service					1				1				2
Customer Service - TSO					1				1				2

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	5	5	2	4	2	1	1	1	2	3	1	31
2022		3	1			1	1		1	2	2	1	12
Expedited Passenger Screening Program		2	1			1				2	2	1	9
Expedited Passenger Screening Program - TSA PreC		2	1			1				2	2	1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening									1				1
Screening - Inconsistency									1				1
2023	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
Expedited Passenger Screening Program	2	1	4		1			1			1		10
2024	2	1		2	3	1							9
Expedited Passenger Screening Program	2	1		1	3	1							8
Expedited Passenger Screening Program	2	1		1	3	1							8
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	7	6	2		1	1	2	29
2022	2	3			1	2	4	1		1	1	2	17
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Screening			1										1
Screening - Procedures/Process		1											1
2023			1	1		1	2	1					6
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1			1	2	1					5
Expedited Passenger Screening Program - TSA PreCheck			1			1	2	1					5
2024	1		1			4							6
Expedited Passenger Screening Program	1		1			4							6
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1			3							5

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB					1	1	1					1	4
2022					1	1	1					1	4
Expedited Passenger Screening Program						1						1	2
Expedited Passenger Screening Program - TSA PreCheck							1					1	2
Screening					1		1						2
Screening - Inconsistency							1						1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	2	1		4	3	3				1		15
2022					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
2023		1			2	2	3				1		9
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
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On													1
Screening		1											1
Screening - Procedures/Process		1											1
2024	1	1	1		1	1							5
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program		1					1						2
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening				1									1
Screening - Inconsistency				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4		3	2		3		3	3	3	4	6	31
2022	1		2			1		3	1	3	2	4	14
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	1		1						1	3		4	10
Expedited Passenger Screening Program	1		1						1	3		4	10
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2023			1	1		2		3	2		2	2	13
Customer Service								2	1		1	1	5
Customer Service - TSO								2	1		1	1	5
Expedited Passenger Screening Program			1	1		2			1				5
Expedited Passenger Screening Program - TSA PreCheck			1	1		2			1				5
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
Screening									1				1
Screening - Crew Member or Airline Employee									1				1
2024	3			1									4
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2			1									3

TSA Contact Center Traveler Complaints Report

Categories	10-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	16	11	20	16	18	21	18	8	11	15	21	182
2022	3	3	5	5	3	5	9	8	5	3	5	10	64
Civil Rights					1		1						2
Civil Rights - Hair Patdowns					1								1
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	1	2	2	2		3	6	4	3	2	2	10	37
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Appl		1							1				2
Expedited Passenger Screening Program	1	1	2	2		2	6	4	2	2	2	10	34
Locks							1						1
Locks - Missing or Damaged Lock							1						1
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		1							3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							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	2		1			2	1	1			9
Screening - Inconsistency	1								1				2
Screening - Lengthy Lines			1		1			1					3
Screening - Procedures/Process		1	1					1		1			4
2023	2	12	1	8	4	6	12	10	3	8	10	11	87
Customer Service		1		1		1		1				1	5
Customer Service - TSO		1		1		1		1				1	5
Expedited Passenger Screening Program	2	9	1	7	3	4	9	4	3	7	9	9	67
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	7	1	7	3	4	9	4	3	7	9	9	65
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) - Medically Necessary Medication and Medical Supplies							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		2			1		1	3		1		1	9
Screening - Inconsistency							1						1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process					1			3		1		1	6
2024	2	1	5	7	9	7							31
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Expedited Passenger Screening Program	2	1	2	3	6	4							18
Expedited Passenger Screening Program	2	1	2	3	6	4							18
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	2								4
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 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 - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening							2						2
Screening - Lengthy Lines							2						2

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	4	2	5	2	4	2	5	1		5	4	38
2022	1			2		1		1			2	1	8
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Expedited Passenger Screening Program				1		1					2	1	5
Expedited Passenger Screening Program - TSA PreCheck				1		1					2	1	5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2023	1	2	1	2	1	2	2	4	1		3	3	22
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3	2	18
Expedited Passenger Screening Program	1	1	1	2	1	1	2	3	1		3	2	18
No Jurisdiction		1											1
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP		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
2024	2	2	1	1	1	1	1						8
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1	2	1	1			1						6
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program	1	2	1	1									5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3										1		4
2022	1										1		2
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2024	2												2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Patdown	1												1
Patdown - Flyer	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	172	163	142	111	138	183	112	155	127	108	107	124	1,642
2022	26	44	43	27	30	56	48	74	68	50	51	61	578
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights							1		1	1			3
Civil Rights - National Origin													2
Civil Rights - Race							1			1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		3	4	3		3	1	4	4	7	10	6	45
Customer Service - TSO		3	4	3		3	1	4	4	7	10	6	45
Expedited Passenger Screening Program	20	36	34	22	27	48	40	44	50	32	34	42	429
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1	5	5	2	2	1	1		3	2	1	1	24
Expedited Passenger Screening Program	19	30	29	20	24	45	38	43	47	30	32	40	397
Expedited Passenger Screening Program - TSA/DHS		1				1	1	1			1	1	6
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Mishandling of Passenger Property	1	1							2				6
Mishandling of Passenger Property - Damaged/Missi		1							1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Dam	1												1
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	2	1	1	1			1	1	1	3	1	1	13
Patdown - Flyer	2		1	1			1	1	1	3	1	1	12
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1		1				1	1	1			1	6
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) - Touch Aversion (pain/trauma)			1					1					2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling		1	3			3	2			1		2	12
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-C		1					1						2
Property - Special Handling - Missing Items - Checked			1			2				1		1	5
Screening	2	2		1	2	1	2	20	10	5	6	4	55
Screening - Inconsistency							1	1	1	1	2	1	7
Screening - Lengthy Lines	1							14	3				18
Screening - Procedures/Process	1	2		1	2	1	1	5	6	2	4	3	28
Screening - Retrieving Abandoned/Confiscated Items										2			2
TWIC									1				1
TWIC - General									1				1
2023	63	65	60	55	67	71	64	81	59	58	56	63	762
Additional Information Required/Insufficient Information				1		1							2
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1							2
Civil Rights			1			1					1		4
Civil Rights - National Origin			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1				1		3
Current Topic									1				1
Current Topic - Current Topic									1				1
Customer Service	1	5	4	5	8	6	3	3	1	3	2	1	42
Customer Service - Others							1						1
Customer Service - TSO	1	5	4	5	8	6	2	3	1	3	2	1	41
Expedited Passenger Screening Program	49	52	52	45	52	57	52	67	49	45	43	55	618
Expedited Passenger Screening Program	4	1	4	3	1	1		1	1		1	3	20
Expedited Passenger Screening Program	45	51	48	42	51	56	52	66	48	45	42	52	598
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks						1			1				2
Locks - Missing or Damaged Lock						1			1				2
Mishandling of Passenger Property	1		1			2	1	1	2	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1		1	2	1			6
Mishandling of Passenger Property - Dam	1		1			1	1						4
No Jurisdiction								1	1				2
No Jurisdiction - No Referral								1	1				2
Patdown		1		1		1	3	1		2			9
Patdown - Children							1						1
Patdown - Flyer		1		1		1	2	1		1			7
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	6	2							1	1	2	2	14
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically	2	1											3
Persons w/ Disabilities (PWD) - Metal Im	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) - Wheelcha	1										2		3
Property - Special Handling		1		1				2			3		7
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-On											2		2

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Checked											1		1
Screening	5	4	2	2	4	3	5	5	4	6	5	5	50
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3		2		1				2	1			9
Screening - Lengthy Lines	1	2						1		2	2	2	10
Screening - Procedures/Process	1	1		2	3	3	5	4	2	2	3	3	29
Screening - Retrieving Abandoned/Confiscated Items										1			1
2024	83	54	39	29	41	56							302
Airline			1		1								2
Airline - Policy/Regulations/Service			1		1								2
Civil Rights			1	1		1							3
Civil Rights - Race				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service	2	2	1	2	3	6							16
Customer Service - TSO	2	2	1	2	3	6							16
Expedited Passenger Screening Program	77	46	28	20	32	39							242
Expedited Passenger Screening Program - DoD		1				1							2
Expedited Passenger Screening Program	2	1	3		2								8
Expedited Passenger Screening Program	75	44	25	20	30	38							232
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							6
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
No Jurisdiction	1		1										2
No Jurisdiction - No Referral	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	1							3
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General			1			1							2
Property - Special Handling		2	1	3									6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On			1	1									2
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	3	3	4	1	1	6							18
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	3	2	4			3							12
Screening - Retrieving Abandoned/Confiscated Items		1				2							3
Screening - Shoe Screening				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	1	2	1	1					1			7
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
2023				1	1					1			3
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
2024	1					1							2
Civil Rights						1							1
Civil Rights - Race						1							1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	1		3	3	1	1		2	1	20
2022	1	2	2	1		1	3	1			2		13
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
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		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	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
2023	1		1			1			1			1	5
Civil Rights													1
Civil Rights - Race													1
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	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
2024			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

TSA Contact Center Traveler Complaints Report

Categories	10-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	981	969	994	930	915	1,183	802	812	676	666	611	625	10,164
2022	214	254	301	240	236	386	395	402	346	316	313	306	3,709
Additional Information Required/Insufficient Information				1									2
Additional Information Required/Insufficient Information - EMAIL ONLY				1									2
Airline		1	1				1	1	1	1			2
Airline - Lost Baggage								1	1				1
Airline - Policy/Regulations/Service		1	1				1			1			1
Business, Suggestions, and Ideas						1							1
Business, Suggestions, and Ideas - General						1							1
Civil Rights	2	5	7	5	2	5	9	4	5	5	10	5	64
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - Constitutional Rights				2					1		1		5
Civil Rights - National Origin			1							1	1		3
Civil Rights - Profiling							1						1
Civil Rights - Race						1	4	6	3	2	2	5	3
Civil Rights - Racial Profiling or Discrimination	1	2	5	3									11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1		1			1	5
Civil Rights - Sexual Orientation - Not Transgender										2	1		3
Civil Rights - Transgender Screening	1	2					1			1	2		7
Claims		1				1	1		1				4
Claims - General		1				1			1				3
Claims - Status							1						1
Customer Service	46	49	34	36	32	49	42	55	53	44	40	27	507
Customer Service - CSM	1												1
Customer Service - Others	1			1	1	1		1					5
Customer Service - TCC													1
Customer Service - TSO	44	49	34	35	31	47	42	54	53	44	40	27	500
Expedited Passenger Screening Program	99	112	156	121	130	236	253	244	207	195	200	202	2,155
Expedited Passenger Screening Program - Known Crew Member	1	1		1	1	3	3	1	1	1	2		15
Expedited Passenger Screening Program - Not Transgender	3	15	11	5	8	5	8	9	10	6	4	7	92
Expedited Passenger Screening Program - Sexual Orientation - Not Transgender	93	95	145	115	121	228	241	232	195	188	193	194	2,040
Expedited Passenger Screening Program - Transgender	2	1					1	1			1	1	7
Hazardous Materials Safety									1			1	3
Hazardous Materials Safety - General									1		1	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	1			1	2		13
Locks - Missing or Damaged Lock	3	1	1	2		2	1			1	2		13
Lost and Found	1	3	2	1	3	2		1	2	3	4	1	23
Lost and Found - Airport/TSA	1	3	2	1	3	2		1	2	3	4	1	23
Mishandling of Passenger Property	4	5	6	2	4	6	4	9	11	11	14	11	87
Mishandling of Passenger Property - Damaged/Missing	3	3	2	1	3	3	3	3	2	5	4	4	30
Mishandling of Passenger Property - Damaged/Missing/Destroyed		2	4		4	2	3	6	7	4	10	6	48
Mishandling of Passenger Property - Disposition	1			1		1	1		2	2		1	9
No Jurisdiction		1		3	2	1		4	2	3		1	17
No Jurisdiction - No Referral								3	1	1			5
No Jurisdiction - Refer to CBP		1		1	1	1		1	1	2		1	9
No Jurisdiction - Refer to Other				2	1								3
Patdown	1	8	4	3	1	4	3	7	3	5	6	7	52
Patdown - Children		1		1		2					3	1	8
Patdown - Flyer	1	7	3	2	1	2	3	6	3	5	3	6	42
Patdown - Flyer as Observer			1					1					2
Persons w/ Disabilities (PWD)	11	12	10	8	9	10	12	15	6	9	7	10	119
Persons w/ Disabilities (PWD) - Autism Spectrum				1							1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2	1	1	1					2	7
Persons w/ Disabilities (PWD) - Diabetes	1		1		1		3	1	3	1	1		12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1		1	3
Persons w/ Disabilities (PWD) - General	2	1	1	1	3	1	1		1		1		12
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	1						3
Persons w/ Disabilities (PWD) - Medically Necessary	3	6	1		1	2	2	10		4	3	1	33
Persons w/ Disabilities (PWD) - Metal Implants	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Device	1		3		1					1	1	2	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2			1		1					4
Persons w/ Disabilities (PWD) - Touch Aids	1	2					1		1				5
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	1	2	1	4	2	3		2		3	21
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/Beverage	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	22	18	15	13	12	10	10	189
Property - Special Handling - Damaged Items	8	5	6	4	4	3	8	5	2	3	6	1	55
Property - Special Handling - Damaged Items - Missing	4	4	5	4	4	3	1		2	2			31
Property - Special Handling - Missing Items	7	2	9	4	6	12	6	6	4	5	1	3	65
Property - Special Handling - Missing Items - Damaged	1	1	5	4	2	4	3	4	5	2	3	4	38
Request for Assistance		1	1		2	1	1				1		7
Request for Assistance - Non-Persons w/ Disabilities		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other				1	2	1	1				1		6
Screening	21	39	51	42	32	47	51	46	42	27	18	26	442
Screening - Children		2						1					3
Screening - Crew Member or Airline Employee									1	1			2
Screening - Gate Pass										1			1
Screening - Inconsistency	2	2	10	7	4	1	7	6	7	2	1	6	55
Screening - Lengthy Lines	3	11	26	7	14	22	20	16	10	2	2	3	136
Screening - Opposite Gender			1										1
Screening - Procedures/Process	15	24	13	27	13	21	24	20	24	21	13	15	230
Screening - Retrieving Abandoned/Confis	1		1	1	1	3		3			2	2	14
TWIC													1
TWIC - General													1
2023	379	398	399	403	406	482	407	410	330	350	298	319	4,581
Additional Information Required/Insufficient Information			2	2				1					5
Additional Information Required/Insufficient Information - EMAIL			2	2				1					5
Advanced Imaging Technology (AIT)			1			1							2
Advanced Imaging Technology (AIT) - Flyer						1							1
Advanced Imaging Technology (AIT) - General			1										1
Airline			1	1		2		2		1	2	1	10
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service			1	1		2		1		1	2	1	9
Civil Rights	2	3	6	8	3	6	5	7	14	7	4	4	69
Civil Rights - Age	1		2					1	1				5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified				1						1	1		3
Civil Rights - Perceived Religion				1								1	2
Civil Rights - Profiling								1	1				2
Civil Rights - Race	1	1	2	2	2	2	3	3	10	1	1	2	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1		1		2
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2		2		4	2	1	1	4	1	1	18
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening				2									2
Claims	1			1				1		1			4
Claims - General				1				1		1			3
Claims - Status	1												1
Customer Service	35	35	36	46	48	53	54	41	35	40	22	37	482
Customer Service - CSM								1					1
Customer Service - Others			2										2
Customer Service - TSO	35	35	34	46	48	53	54	40	35	40	22	37	479
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	254	270	267	237	263	283	258	254	204	221	197	210	2,918
Expedited Passenger Screening Program - Active Duty Military				1	1								2
Expedited Passenger Screening Program	1	3	2	4		1	2			2			15
Expedited Passenger Screening Program	9	11	15	4	4	3	6	7	5	4	5	4	77
Expedited Passenger Screening Program	244	255	249	225	257	279	249	247	199	215	192	206	2,817
Expedited Passenger Screening Program - TSA/DHS		1	1	3	1		1						7
Hazardous Materials Safety		1		1					1		2		5
Hazardous Materials Safety - General		1		1					1		2		5
Locks	1	2	2	1	2	1	1	2	1	1		1	15
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	2	1	1	1	1	2	1	1		1	14
Lost and Found						2		2		1		2	7
Lost and Found - Airport/TSA						2		2		1		2	7
Mishandling of Passenger Property	12	12	7	12	8	13	13	17	11	10	8	6	129
Mishandling of Passenger Property - Dam	3	7	6	8	3	8	7	10	6	5	4	6	73
Mishandling of Passenger Property - Dam	6	4	1	3	3	4	5	5	5	5	2		43
Mishandling of Passenger Property - Disa	3	1		1	2	1	1	2			2		13
No Jurisdiction				1	2	2		1	1	1	1		9
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP					2	2							4
No Jurisdiction - Refer to Other				1					1	1	1		4
Notice of Violation/Civil Penalties											1	1	2
Notice of Violation/Civil Penalties - General											1	1	2
Patdown	6	3	7	8	8	9	7	11	10	6	5	4	84
Patdown - Children			1	2	1					1			5
Patdown - Flyer	6	3	5	5	7	9	6	11	10	5	5	4	76
Patdown - Flyer as Observer			1	1			1						3
Persons w/ Disabilities (PWD)	10	13	8	13	5	19	18	19	17	19	13	6	160
Persons w/ Disabilities (PWD) - Autism Sp	2	2	1			2	3	2		6	2		20
Persons w/ Disabilities (PWD) - Breast Cancer			2										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	2			1		1		1	1		7
Persons w/ Disabilities (PWD) - Diabetes		1	1			1	1	3	1	3	2	1	14
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General		2			1		2	1	1				7
Persons w/ Disabilities (PWD) - Hearing Impairment				1			1						2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1		1		2				1	5
Persons w/ Disabilities (PWD) - Medical [1	1		1		1		1			1		6
Persons w/ Disabilities (PWD) - Medically	1	1	1			3	7		7	3	4	1	28
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1	1	1			3
Persons w/ Disabilities (PWD) - Mobility [1	2		2	1	3	3	3	1	1		1	18
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						2	1	1	1	1			6

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Prosthesis/Amputees		1	1	1				1	2		1	1	8
Persons w/ Disabilities (PWD) - Respirators	1									1			2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchairs	3	2		7	2	3		3	3	2	2	1	28
Property - Special Handling	14	6	6	19	7	17	5	15	5	9	13	16	132
Property - Special Handling - Damaged Items	5	2	1	5	2	3		3	2	2	2	4	31
Property - Special Handling - Damaged Items - Missing	3	2		1	2	3	2	3		3	2	2	23
Property - Special Handling - Missing Items	1	2	2	6	2	6	1	5	1	2	1	8	37
Property - Special Handling - Missing Items - Damaged	5		3	7	1	5	2	4	2	2	8	2	41
Request for Assistance	1										1		2
Request for Assistance - Other	1										1		2
Screening	43	53	56	52	60	74	46	37	31	33	28	30	543
Screening - Children											1		1
Screening - Crew Member or Airline Employee	4		2	6		1			1	1		1	16
Screening - Inconsistency	1	1	15	6	5	6	4	4	5	1	4	1	53
Screening - International Screening				1									2
Screening - Lengthy Lines	18	21	21	12	23	18	22	9	12	6	6	3	171
Screening - Procedures/Process	17	28	13	27	31	45	17	23	12	23	16	23	275
Screening - Retrieving Abandoned/Confiscated	3	3	4		1	4	3	1	1	2	1	1	24
Screening - Security Breach			1										1
TWIC				1									2
TWIC - General				1								1	2
2024	388	317	294	287	273	315							1,874
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	2		3	2	1							9
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service	1	2		2	2	1							8
Civil Rights	5	4	7	2	6	5							29
Civil Rights - Constitutional Rights		1		1	1								3
Civil Rights - National Origin					1	1							2
Civil Rights - Not Specified		1	2		1								4
Civil Rights - Race	2	1	3			2							8
Civil Rights - Screening of Religious or Cultural Practices	1			1	1								3
Civil Rights - Sex/Gender/Gender Identity	1		1		2	2							6
Civil Rights - Transgender Screening	1	1	1										3
CLEAR													1
CLEAR - Registered Traveler													1
Customer Service	30	29	38	53	42	46							238
Customer Service - CSM				1		2							3
Customer Service - Others			1	1		1							3
Customer Service - TCC					1								1
Customer Service - TSO	30	29	37	51	41	43							231
Expedited Passenger Screening Program	285	221	183	175	165	193							1,222
Expedited Passenger Screening Program - DoD				1		1							2
Expedited Passenger Screening Program - Other	5	2	7	7	6	4							31
Expedited Passenger Screening Program - Other - Damaged	280	219	176	167	159	188							1,189
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	2	2	1	1	2	1							9
Locks - General			1										1
Locks - Missing or Damaged Lock	2	2		1	2	1							8
Lost and Found		1	3	4	4	1							13
Lost and Found - Airport/TSA		1	3	4	4	1							13
Mishandling of Passenger Property	10	8	10	10	15	12							65
Mishandling of Passenger Property - Damaged	4	3	5	3	10	7							32
Mishandling of Passenger Property - Damaged - Missing	3	5	4	7	4	4							27
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Damaged - Missing - Unspecified Luggage	3		1			1							5
No Jurisdiction	1	2	1	1	1	1							7
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP		2											2
No Jurisdiction - Refer to Other	1			1	1	1							4
Patdown	3	5	3	3	4	5							23
Patdown - Children		1											1
Patdown - Flyer	2	4	1	3	3	5							18
Patdown - Flyer as Observer	1		2		1								4
Persons w/ Disabilities (PWD)	10	5	6	7	15	10							53
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1		1		2								4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1	1	1								3
Persons w/ Disabilities (PWD) - Diabetes	1			3									4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					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	3	1		2	4	3							13
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	2							5
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)			1		1								2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Wheelchairs	4	2	1		2	2							11
Persons w/ Disabilities (PWD) - Wounded Warrior		1							1				2
Property - Special Handling	11	13	16	12	5	11							68
Property - Special Handling - Damaged Items	4	5	2	2	1	4							18
Property - Special Handling - Damaged Items	1	2											3
Property - Special Handling - Missing Items	3	4	9	8	3	5							32
Property - Special Handling - Missing Items	3	2	5	2	1	2							15
Request for Assistance			1	1	1								3
Request for Assistance - Other			1	1	1								3
Screening	29	24	25	14	11	28							131
Screening - Children		1			1	1							3
Screening - Crew Member or Airline Employee			1			1							2
Screening - Inconsistency	3	1	2	1	1	6							14
Screening - Lengthy Lines	11	9	11	6	5	5							47
Screening - Procedures/Process	15	13	11	7	3	15							64
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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			2	3	1			1					7
2022				1				1					2
Expedited Passenger Screening Program				1				1					2
Expedited Passenger Screening Program - TSA PreCheck				1				1					2
2024			2	3									5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	42	41	26	33	23	34	20	22	20	18	24	20	323
2022	8	8	7	9	8	14	12	8	10	6	13	10	113
Civil Rights													1
Civil Rights - Race													1
Customer Service	2	1	1		1	2	2		1	1			4
Customer Service - TSO	2	1	1		1	2	2		1	1			4
Expedited Passenger Screening Program	3	5	3	9	5	10	5	8	8	3	12	5	76
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Proc				1	1		1		1				4
Expedited Passenger Screening Program	3	5	2	8	5	9	4	8	7	3	12	5	71
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				1						3
Patdown - Flyer			1				1						2
Patdown - General		1											1
Persons w/ Disabilities (PWD)			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) - Medically Necessary Medication and Medical Supplies										1			1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	2				1	1	2			1			7
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Damaged It	1							1		1			3
Property - Special Handling - Missing Items - Checked						1	1						2
Screening	1				1		2				1		5
Screening - Procedures/Process	1					1	2					1	5
2023	13	20	8	12	10	16	8	14	10	12	11	10	144
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service		3	1	2	1	2	1		1			1	12
Customer Service - TSO		3	1	2	1	2	1		1			1	12
Expedited Passenger Screening Program	12	14	6	8	7	11	6	14	8	12	9	6	113
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD		1	1										2
Expedited Passenger Screening Program	1											1	2
Expedited Passenger Screening Program	11	13	5	8	7	10	6	14	8	12	9	5	108
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
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)											2	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling		1			2							1	4
Property - Special Handling - Missing Items - Carry-C		1										1	2
Property - Special Handling - Missing Items - Checked					2								2
Screening	1			1		2	1		1				6
Screening - Inconsistency	1						1						2
Screening - Procedures/Process						1	1		1				3
Screening - Retrieving Abandoned/Confiscated Items				1									1
2024	21	13	11	12	5	4							66
Customer Service	1	2	2	1		2							8
Customer Service - TSO	1	2	2	1		2							8
Expedited Passenger Screening Program	17	11	8	8	4	1							49
Expedited Passenger Screening Program	1	1		2									4
Expedited Passenger Screening Program	16	10	8	6	4	1							45
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				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						2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1						1
Screening	3		1	1									5
Screening - Procedures/Process	2		1	1									4
Screening - Shoe Screening	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	209	190	213	178	158	197	140	151	151	173	153	171	2,084
2022	44	35	46	41	41	48	64	71	69	71	85	65	680
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline				1							1		2
Airline - Policy/Regulations/Service				1							1		2
Civil Rights	1		1	2			1	1	4		1	1	12
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns									1				1
Civil Rights - Perceived Religion				1			1						2
Civil Rights - Race								1	2			1	4
Civil Rights - Racial Profiling or Discrimination	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Claims											1		1
Claims - General											1		1
Customer Service	8	4	5	2	5	4	6	7	12	10	10	7	80
Customer Service - TSO	8	4	5	2	5	4	6	7	12	10	10	7	80
Expedited Passenger Screening Program	27	28	30	27	27	36	46	53	37	46	53	42	452
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program	1	3		3	1	2		6	3	2	1		22
Expedited Passenger Screening Program	26	25	30	24	26	33	45	47	34	44	52	42	428
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		1	1	1	1	6
Lost and Found - Airport/TSA				1			1		1	1	1	1	6
Mishandling of Passenger Property		1	2	1			1	2	3	3	4	2	19
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1				1	1	2	1	2	9
Mishandling of Passenger Property - Damaged/Missin		1	1				1	1	2	1	3		10
No Jurisdiction						1		1	1	1			4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to CBP								1					1
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	4	9
Patdown - Children			1			1							2
Patdown - Flyer	1						1				1	3	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	2			3	2	4	2	1	1	2	2	1	20
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
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	2		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1							1	3
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				1		1							2
Property - Special Handling	1		4	1	5		1		2	3	5	2	24
Property - Special Handling - Damaged Items - Carry-On			2	1	1		1			1	3	1	10
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On			1		2				1	1	1	1	7
Property - Special Handling - Missing Item	1				2				1	1	1		6
Screening	4	2	2	3	2	2	5	6	8	5	5	3	47
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1		1		2			1		5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	4	2	2	1	2	1	4	4	7	4	4	3	38
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
2023	72	84	92	85	68	91	76	80	82	102	68	106	1,006
Additional Information Required/Insufficient Inf	1				1			1					3
Additional Information Required/Insufficient	1					1		1					3
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1	3	3	2			1	1	3	3	2	3	22
Civil Rights - National Origin							1						1
Civil Rights - Profiling									1			1	2
Civil Rights - Race		1	1	1					2	1	2	2	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2					1		2			5
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening		2		1									3
Customer Service	11	6	12	13	7	7	12	16	8	16	11	10	129
Customer Service - TSO	11	6	12	13	7	7	12	16	8	16	11	10	129
Expedited Passenger Screening Program	46	54	60	50	39	63	44	44	47	58	35	68	608
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program	2	1	2	1	1	4	1					1	13
Expedited Passenger Screening Program	44	53	58	49	38	59	42	44	47	58	35	67	594
Locks				1		2							3
Locks - Missing or Damaged Lock				1		2							3
Mishandling of Passenger Property	2	6	3	1	3	2	4	2	4	5	7	4	43
Mishandling of Passenger Property - Dam	2	2	3		1	2	2	2	2	3	5	2	26
Mishandling of Passenger Property - Damaged/Missin		4		1	2	1	1	1	2	2	2	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2

TSA Contact Center Traveler Complaints Report

Categories	10-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				2
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other		1											1
Patdown	3		1		2		1		3	2	2	2	16
Patdown - Flyer	3		1		2		1		2	2	2	2	15
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	3	1	4	3	4	3	1	3	4	4	4	4	38
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes	1										2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General						1			1	1			3
Persons w/ Disabilities (PWD) - Medically	1		1	1	2	1	1	1	1	1			10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1							1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					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	1	1		1	1	1		1	1	1	1	2	11
Property - Special Handling	2	2	2	2	8	3	1	4	4	5	3	5	41
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		3	3	3	1	3	20
Property - Special Handling - Missing Item	1	2		1	3	1		1	1	1	1	1	11
Property - Special Handling - Missing Item	1				2	1	1			2	1	2	10
Screening	3	10	7	13	4	11	12	9	8	9	4	10	100
Screening - Crew Member or Airline Empl	1	2		1	1								5
Screening - Inconsistency		1	2	1			1	1	3	1			10
Screening - Lengthy Lines		1		1	1	1	4	1			1	2	12
Screening - Procedures/Process	2	6	4	7	2	10	6	7	5	8	3	8	68
Screening - Retrieving Abandoned/Confiscated Items				3			1						4
Screening - Shoe Screening			1										1
2024	93	71	75	52	49	58							398
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	1	2		1	3	1							8
Civil Rights - Age				1	1								2
Civil Rights - Not Specified						1							1
Civil Rights - Race	1	2			2								5
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	15	11	18	9	6	11							70
Customer Service - TCC					1								1
Customer Service - TSO	15	11	18	9	5	11							69
Expedited Passenger Screening Program	59	40	41	25	26	31							222
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	1	1				1							3
Expedited Passenger Screening Program	58	38	41	24	26	30							217
Expedited Passenger Screening Program - TSA/DHS		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	4	4	2	4	3							20
Mishandling of Passenger Property - Dam	2	3	3	2	2	3							15
Mishandling of Passenger Property - Dam	1	1	1		2								5
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	1	6	1		1	5							14
Patdown - Flyer	1	6	1		1	5							14
Persons w/ Disabilities (PWD)	6	1	2	3		2							14
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diabetes	1			1									2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Mobility D	1					1							2
Persons w/ Disabilities (PWD) - Prosthesis	2												2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1							3
Property - Special Handling	2	1	1	8	3	2							17
Property - Special Handling - Damaged It	1	1		3	3	1							9
Property - Special Handling - Missing Item	1		1	4		1							7
Property - Special Handling - Missing Items - Checked				1									1
Request for Assistance		1			1								2
Request for Assistance - Other		1			1								2
Screening	6	5	5	4	3	1							24
Screening - Children					1								1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines	1		2										3
Screening - Procedures/Process	5	3	3		2	1							14
Screening - Retrieving Abandoned/Confiscated Items		1		1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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	1		1	2	5		2	1					12
2022				1	1		2	1					5
Civil Rights								1					1
Civil Rights - Not Specified								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							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2023	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
2024				1	4								5
Civil Rights				1									1
Civil Rights - Race				1									1
Expedited Passenger Screening Program						3							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

TSA Contact Center Traveler Complaints Report

Categories	10-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	119	90	94	70	74	85	64	74	86	58	69	81	964
2022	23	21	29	17	16	44	26	46	41	36	36	42	377
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2		1			1	1						5
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	4	5	8	5	2	4	4	49
Customer Service - TSO	6	3	4	2	2	4	5	8	5	2	4	4	49
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	13	17	16	14	9	36	18	28	31	26	28	34	270
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA/DHS Employees	1	2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program - TSA/DHS Employees	12	15	14	10	8	35	17	27	28	26	25	34	251
Expedited Passenger Screening Program - TSA/DHS Employees			2								1		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1					2	1	1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	1		1		4
Patdown	1		3			3			1	3	2		13
Patdown - Children			1			1							2
Patdown - Flyer	1		2			2			1	3	2		11
Persons w/ Disabilities (PWD)							1	3		1			5
Persons w/ Disabilities (PWD) - General								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								1					1
Property - Special Handling		1				2		1	1	2		2	9
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						1	2
Screening	1		3		2	1	1	3	1	1	1	2	16
Screening - Inconsistency					1								1
Screening - Lengthy Lines													1
Screening - Procedures/Process	1		3		1	1	1	3	1	1	1	1	14
2023	51	47	31	34	28	17	38	28	45	22	33	39	413
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Civil Rights		2				1		1	1		1		6
Civil Rights - Race		1							1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transferred		1				1		1			1		4
Claims											1		1
Claims - Status											1		1
Customer Service	5	3	2	1	3	1	5	2	6	1	2	3	34
Customer Service - TSO	5	3	2	1	3	1	5	2	6	1	2	3	34
Expedited Passenger Screening Program	37	38	24	28	25	13	27	20	29	20	24	27	312
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA/DHS Employees	1	1	2	1	1			1	2			2	11
Expedited Passenger Screening Program - TSA/DHS Employees	36	37	22	26	24	13	27	19	27	20	24	25	300
Mishandling of Passenger Property		1	1				1	2	2				7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1	2	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1							1				2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	2		1	1					1		1		6
Patdown - Flyer	2		1	1					1		1		6
Persons w/ Disabilities (PWD)		1		1				1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				2
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
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	1		1	2		1	4	1			1	1	12
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					2
Property - Special Handling - Missing Items - Checked							3				1		4
Screening	5	2	2	1		1	1	1	4		2	7	26
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency													2
Screening - Lengthy Lines	2	1					1	1	2			4	11
Screening - Procedures/Process	3	1	2	1		1			2		2		12
2024	45	22	34	19	30	24							174
Customer Service	4		3	3	4	3							17
Customer Service - TSO	4		3	3	4	3							17
Expedited Passenger Screening Program	37	18	25	13	23	16							132
Expedited Passenger Screening Program - DoD	4		1		3								8
Expedited Passenger Screening Program - TSA/DHS Employees	33	18	24	13	20	16							124

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Categories	10-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
Mishandling of Passenger Property			1				2						3
Mishandling of Passenger Property - Damaged/Missin			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
Patdown		1		2							1		4
Patdown - Flyer		1		2							1		4
Property - Special Handling		2	1		2	1							6
Property - Special Handling - Damaged It		1	1			1							3
Property - Special Handling - Missing Item		1											1
Property - Special Handling - Missing Items - Checked					2								2
Screening		1	1	4	1	1	2						10
Screening - Crew Member or Airline Employee													1
Screening - Lengthy Lines				1		1	1						3
Screening - Procedures/Process		1	1	3	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	21	17	10	12	11	10	3	18	9	12	6	5	134
2022	4	6	3	5	5	1	2	15	5	9	4	1	60
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	2	13	5	7	2	1	45
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - TSA Application Prog			1		1					1			3
Expedited Passenger Screening Program	3	3	1	2	2	1	2	13	5	6	2	1	41
Mishandling of Passenger Property										2			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
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		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening								2			1		3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								1			1		2
TWIC					1								1
TWIC - General					1								1
2023	6	5	6	7	4	5	1	3	4	3	2	4	50
Customer Service							1					1	2
Customer Service - TSO							1						2
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2	2	38
Expedited Passenger Screening Program	6	3	6	6	3	4		1	3	2	2	2	38
Mishandling of Passenger Property			1									1	2
Mishandling of Passenger Property - Damaged/Missi			1									1	2
Patdown					1				1				2
Patdown - Non-Flyer					1				1				2
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		1		1			4
Screening - Inconsistency								1		1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process							1						1
2024	11	6	1		2	4							24
Expedited Passenger Screening Program	10	5	1		2	2							20
Expedited Passenger Screening Program	10	5	1		2	2							20
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
MFR	15	16	20	19	15	26	17	14	19	11	16	19	207
2022	3	4	3	6	4	4	12	5	13	5	9	9	77
Civil Rights													1
Civil Rights - Race													1
Customer Service	1	2							1				2
Customer Service - TSO	1	2							1				2
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4	11	5	7	4	55
Expedited Passenger Screening Program - TSA Appl			1				3		1	1			6
Expedited Passenger Screening Program	2		2	3	3	3	7	4	10	4	7	4	49
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	2			1		1			2	8
Property - Special Handling - Damaged Items - Carry-On			1	2									3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On							1		1				2
Property - Special Handling - Missing Items - Checked												2	2
Screening				1	1			1			1		4
Screening - Procedures/Process				1	1			1			1		4
2023	5	10	10	9	9	9	5	9	6	6	7	10	95
Civil Rights	1							1					2
Civil Rights - Race	1							1					2
Customer Service		2		1			1					1	5
Customer Service - Others												1	1
Customer Service - TSO		2		1			1						4
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	5	6	6	7	73
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4	5	9	6	8	8	3	6	4	6	6	7	72
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1					2
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	1	2	1	1	1	1				1	10
Screening - Inconsistency		2		2				1					5
Screening - Procedures/Process			1		1	1	1					1	5
2024	7	2	7	4	2	13							35
Customer Service		1		1		3							5
Customer Service - Others						1							1
Customer Service - TSO		1		1		2							4
Expedited Passenger Screening Program	7		7	3	2	8							27
Expedited Passenger Screening Program	7		7	3	2	8							27
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
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
MGM	10	10	8	5	5	6	4	6	4	10	7	4	79
2022	2	2			2	2	2	4	2	6	5	4	31
Customer Service					1					1			1
Customer Service - TSO					1					1			1
Expedited Passenger Screening Program	2	2			1	2	1	2	2	4	4	3	23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Application Program										1		1	2
Expedited Passenger Screening Program	1	2			1	2	1	2	2	3	4	2	20
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
Screening								2			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1			1		2
2023	4	2	4	3	1	1	2	2	2	4	2		27
Civil Rights			1			1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service	1	1					1			1			4
Customer Service - TSO	1	1					1			1			4
Expedited Passenger Screening Program	3	1	3	3	1			2	2	2	2		19
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	3		2	3	1			2	2	2	2		17
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
2024	4	6	4	2	2	3							21
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service	1	1	2	2		1							7
Customer Service - TSO	1	1	2	2		1							7
Expedited Passenger Screening Program	3	3	1		1	2							10
Expedited Passenger Screening Program	3	3	1		1	2							10
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry		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
MGW				1	1	1					1	1	5
2023				1							1	1	3
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service											1		1
Customer Service - TSO											1		1
Screening												1	1
Screening - Procedures/Process												1	1
2024					1	1							2
Expedited Passenger Screening Program					1	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

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Categories	10-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	1	9	2	2	5			3	1				23
2022		1	2					2	1				6
Expedited Passenger Screening Program		1	1					2	1				5
Expedited Passenger Screening Program - TSA PreC		1	1					2	1				5
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023		1		1	4			1					7
Expedited Passenger Screening Program				1	4								5
Expedited Passenger Screening Program - TSA PreCheck				1	4								5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Screening			1										1
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	1	7		1	1								10
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		4		1									5
Expedited Passenger Screening Program - TSA PreC		4		1									5
Patdown						1							1
Patdown - Flyer						1							1
Screening	1	2											3
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
MHT	19	18	18	20	18	30	11	13	9	13	18	11	198
2022	4	5	9	4	2	10	4	7	7	7	11	5	75
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- Not Transgender										1			1
Customer Service								1			1	1	3
Customer Service - TSO								1			1	1	3
Expedited Passenger Screening Program	2	4	9	3	1	8	4	5	6	5	8	3	58
Expedited Passenger Screening Program - TSA Application Program				2				1					3
Expedited Passenger Screening Program	2	4	9	1	1	8	4	4	6	5	8	3	55
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Persons w/ Disabilities (PWD)								1	1			1	3
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								1	1		4
Property - Special Handling - Damaged Items - Check		1								1			2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items	1												1
Screening	1						2						3
Screening - Procedures/Process	1						2						3
2023	8	10	6	8	11	11	7	6	2	6	7	6	88
Customer Service				1	1					1	1		4
Customer Service - TSO				1	1					1	1		4
Expedited Passenger Screening Program	8	9	5	6	8	11	4	5	2	3	5	6	72
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	8	7	5	6	8	11	4	5	2	3	5	6	70
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 Medic				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		2		2			1	1		7
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency					1					1			2
Screening - Procedures/Process			1		1		1				1		4
2024	7	3	3	8	5	9							35
Customer Service	1			3		1							5
Customer Service - TSO	1			3		1							5
Expedited Passenger Screening Program	3	2	3	5	2	6							21
Expedited Passenger Screening Program	3	2	3	5	2	6							21
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1					2							3
Mishandling of Passenger Property - Dam	1					2							3
Patdown		1											1
Patdown - Flyer		1											1
Screening	1				1	2							4
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process	1				1	1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	521	537	606	633	631	756	420	407	378	383	367	351	5,990
2022	102	132	181	205	186	248	203	189	203	188	171	171	2,179
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline					1	1	1	2	1	2	2	1	11
Airline - Policy/Regulations/Service					1	1	1	2	1	2	1	1	10
Airline - Wheelchair Assistance											1		1
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	5	3	2	4	5	5	10	4	2	3	3	4	50
Civil Rights - Age				1			1						2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1			1		1	3
Civil Rights - Perceived Religion				1									1
Civil Rights - Profiling							1	1					2
Civil Rights - Race						4	4	4		2	2	1	17
Civil Rights - Racial Profiling or Discrimination	2	3	1	2	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				3		1		1	2	8
Civil Rights - Sexual Orientation - Not Transgender	1					1							2
Civil Rights - Transgender Screening						1			1				2
Claims	1							2					3
Claims - General	1							2					3
Customer Service	16	22	32	37	25	32	27	22	33	35	31	23	335
Customer Service - TSO	16	22	32	37	25	32	27	22	33	35	31	23	335
DHS TRIP								1	1	1			3
DHS TRIP - General								1	1	1			3
Expedited Passenger Screening Program	48	77	100	108	104	126	111	111	122	99	88	106	1,200
Expedited Passenger Screening Program - DoD			1			1	2	1			1	2	8
Expedited Passenger Screening Program - TSA/DHS	2	4	6	2	2	7	3	4	7	3	3	4	47
Expedited Passenger Screening Program - TSA/DHS	46	72	93	106	102	118	106	106	114	96	84	100	1,143
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	1	1	1	2			12
Locks - General										1			1
Locks - Missing or Damaged Lock	1		1	2	1	2	1	1	1	1			11
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	3	1	4	4	2	4	8	4	7	4	9	3	53
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1		1	3	1	6	2	3	1	20
Mishandling of Passenger Property - Damaged/Missing Items--C	3		2	3	1	3	5	3	2	5	2		29
Mishandling of Passenger Property - Disarrayed Item	1				1				1		1		4
No Jurisdiction		3	3	2	3	4	1	4	3	2	7	2	34
No Jurisdiction - No Referral		1				1		2			1		5
No Jurisdiction - Refer to CBP		1		2	3			2	3	1	6	2	20
No Jurisdiction - Refer to Other		1	3			3	1			1			9
Patdown		1	2	3	4	3	6		1	1	1	3	25
Patdown - Children					1		1						2
Patdown - Flyer		1	2	3	3	2	4		1	1	1	3	21
Patdown - Flyer as Observer					1	1	1						2
Persons w/ Disabilities (PWD)		1	2	3	4	9	9	5	2	7	2	5	49
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1		1	1					4
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	1		1		2			6
Persons w/ Disabilities (PWD) - Hearing Impairment							2						2
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1		1	2				1	3	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1	1	2	1		1		1	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								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 (pain/trauma)				1			1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2		1		1	1		5
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Property - Special Handling	14	9	6	18	13	19	8	15	12	17	8	10	149
Property - Special Handling - Damaged Items	3	1	1	6	1	5	1	4	7	6	2	3	40
Property - Special Handling - Damaged Items	3	2	2	3	2	1	3	2	2	1	2	3	26
Property - Special Handling - Missing Items	3	3	2	4	5	7	2	6	2	2	1	1	38
Property - Special Handling - Missing Items	5	3	1	5	5	6	2	3	1	8	3	3	45
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	10	13	25	22	24	42	21	17	18	14	19	14	239
Screening - Children										1			1
Screening - Crew Member or Airline Employee											1		1
Screening - Cruise Ships							1						1
Screening - Inconsistency	2	3	4	2	4	3	1	2	3	1	2	1	28
Screening - Lengthy Lines	3	1	2	4	10	22	5	6	3		4	2	62
Screening - Procedures/Process	5	9	19	15	10	14	12	7	11	11	11	10	134

TSA Contact Center Traveler Complaints Report

Categories	10-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		3	2	2	1	1		1	11
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
2023	178	211	241	248	226	244	217	218	175	195	196	180	2,529
Additional Information Required/Insufficient Information				1							1		2
Additional Information Required/Insufficient Information - EMAIL ONLY				1							1		2
Airline	1	1	2	3		1		1	2	2		2	15
Airline - Baggage Requirements				1									1
Airline - Lost Baggage	1		1	2									4
Airline - Policy/Regulations/Service		1	1			1		1	2	2		2	10
Cargo					1								1
Cargo - Known Shipper					1								1
Civil Rights	2	5	1	5	2	5	3	2	7	9	2	6	49
Civil Rights - Age									1	1			2
Civil Rights - Constitutional Rights		1				1				1		1	4
Civil Rights - National Origin				1						2		1	4
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion						1	2			1			4
Civil Rights - Profiling									1				1
Civil Rights - Race	1	3	1	2	2	1	1	1	1	3	1	2	19
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		2		1		1	3	1	1	2	12
Civil Rights - Transgender Screening	1								1				2
Claims									1			1	2
Claims - General									1				1
Claims - Status												1	1
Customer Service	31	31	19	32	32	40	32	28	26	27	47	31	376
Customer Service - CSM									1				1
Customer Service - Others				1				1					2
Customer Service - TCC									1				1
Customer Service - TSO	31	31	19	31	32	40	32	27	24	27	47	31	372
DHS TRIP							1		1			1	3
DHS TRIP - General							1		1			1	3
Expedited Passenger Screening Program	102	129	156	141	130	134	139	129	94	106	95	108	1,463
Expedited Passenger Screening Program	1	1					1						3
Expedited Passenger Screening Program	6	5	6	4	5	2	3	5		3	1	2	42
Expedited Passenger Screening Program	94	123	150	137	125	132	135	124	94	103	94	106	1,417
Expedited Passenger Screening Program	1												1
Flying Armed						1							1
Flying Armed - General						1							1
Hazardous Materials Safety							1			1			2
Hazardous Materials Safety - General							1			1			2
Locks		1	2	2				1	2			1	9
Locks - General			1										1
Locks - Missing or Damaged Lock		1	1	2				1	2			1	8
Lost and Found	1		1			1		3	1		1	1	9
Lost and Found - Airport/TSA	1		1			1		3	1		1	1	9
Mishandling of Passenger Property	7	10	8	5	3	5	1	4	8	7	7	4	69
Mishandling of Passenger Property - Dam	2	4	1	4	1	4	1	2	2	3	6	4	34
Mishandling of Passenger Property - Dam	5	3	6	1	2	1		2	3	3	1		27
Mishandling of Passenger Property - Damaged/Missin		2							2				4
Mishandling of Passenger Property - Disarrayed Item	1	1							1	1			4
No Jurisdiction	3	1	6	4	4	5	2	3		2	5	3	38
No Jurisdiction - No Referral				2			1				2	1	6
No Jurisdiction - Refer to CBP	3	1	3	2	3	4	1	3		1	3	1	25
No Jurisdiction - Refer to Other			3		1	1				1		1	7
Patdown	1	1	4	5	2	6	2	2	1	2	3	2	31
Patdown - Flyer		1	4	5	2	6	2	2	1	2	3	2	28
Patdown - Flyer as Observer	1						2						3
Persons w/ Disabilities (PWD)	3	3	5	5	2	4	8	3	5	7	2	3	50
Persons w/ Disabilities (PWD) - Autism S	1						2		1	2			6
Persons w/ Disabilities (PWD) - Diabetes			1				3	1	1	2			8
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1					1		1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio		1	1		1		2	1		2			8
Persons w/ Disabilities (PWD) - Mobility [1	1		1			1		1				5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment													1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	1	4		1	1		1	1	12
Property - Special Handling	7	8	10	15	7	2	8	10	4	5	6	7	89
Property - Special Handling - Damaged Items - Carry		2	3	3			1	3	1	2	2	4	21
Property - Special Handling - Damaged It	3			4	1	1		2					11
Property - Special Handling - Missing Item	1	5	2	3	3		2	2	2	2	2	3	27
Property - Special Handling - Missing Item	3	1	5	5	3	1	5	3	1	1	2		30
Screening	20	21	27	30	43	40	20	32	23	27	27	10	320
Screening - Children				1					1				2
Screening - Crew Member or Airline Empl	2	2	8			1		1		1			21
Screening - Inconsistency	4	5	3	4	5	3	4	5	6	2	4	3	48
Screening - International Screening						1							1
Screening - Lengthy Lines	4	4	2	4	14	6	3	5	2	6	4	1	55
Screening - Procedures/Process	10	10	14	13	22	29	13	21	13	17	19	6	187

TSA Contact Center Traveler Complaints Report

Categories	10-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				2	2				1	1			6
2024	241	194	184	180	219	264							1,282
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Airline		2		2	2	1							7
Airline - Lost Baggage					2								2
Airline - Policy/Regulations/Service		1		2		1							4
Airline - Positive Bag Match Program		1											1
Civil Rights	2	5	3	2	10	4							26
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin					3								3
Civil Rights - Not Specified					1								2
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	1	3	1	1	4	1							11
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	1	1	1							5
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening		1											1
Claims		1				1							2
Claims - General						1							1
Claims - Status		1											1
CLEAR					1								1
CLEAR - TSA PreCheck Application Program					1								1
Customer Service	22	44	34	38	30	58							226
Customer Service - CSM						2							2
Customer Service - Others	1				2								3
Customer Service - TCC				2		1							3
Customer Service - TSO	21	44	34	36	28	55							218
DHS TRIP	1	1											2
DHS TRIP - General	1	1											2
Expedited Passenger Screening Program	163	96	103	85	111	120							678
Expedited Passenger Screening Program	5	1	2	3	3	4							18
Expedited Passenger Screening Program	157	95	101	82	108	116							659
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety			1			1							2
Hazardous Materials Safety - General			1			1							2
Locks													4
Locks - Missing or Damaged Lock													4
Lost and Found				1	2	2							5
Lost and Found - Airport/TSA				1	2	2							5
Mishandling of Passenger Property	10	6	5	8	7	9							45
Mishandling of Passenger Property - Dam	3	3		1	5	4							16
Mishandling of Passenger Property - Dam	6	3	4	6	2	5							26
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	1			1									2
No Jurisdiction	6	5	1	4	2	5							23
No Jurisdiction - No Referral	2	1		1									4
No Jurisdiction - Refer to CBP	2	2		2	2	4							12
No Jurisdiction - Refer to Other	2	2	1	1		1							7
Patdown	2	1		3	5	5							16
Patdown - Children				1									1
Patdown - Flyer	1	1		2	5	5							14
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	5	7	11	2	10	13							48
Persons w/ Disabilities (PWD) - Autism Spectrum						3							3
Persons w/ Disabilities (PWD) - Cognitive	1				1	1							3
Persons w/ Disabilities (PWD) - Diabetes	2	1	1		1	2							7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			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 - At		1		1	1	1							4
Persons w/ Disabilities (PWD) - Medically	1	1	1			1							4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	2							5
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment													1
Persons w/ Disabilities (PWD) - Service Animals		1	1		1	1							4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3	4		1								8
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	8	6	16	10	7	6							53
Property - Special Handling - Damaged It	4	1	4	2		3							14
Property - Special Handling - Damaged It	1	4	2		3								10
Property - Special Handling - Missing Item	1		5	6	4	3							19
Property - Special Handling - Missing Item	2	1	5	2									10
Screening	22	20	10	25	31	35							143
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1	1	2	1	1	2							8
Screening - International Screening	1												1
Screening - Lengthy Lines	6	5	2	13	15	24							65
Screening - Opposite Gender	1												1
Screening - Procedures/Process	13	11	6	11	12	7							60
Screening - Retrieving Abandoned/Confiscated Items		2			3	2							7

TSA Contact Center Traveler Complaints Report

Categories	10-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	101	84	80	75	89	120	79	59	71	62	75	72	967
2022	20	22	29	13	14	35	46	26	42	28	44	48	367
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	1					1		1		2	1		6
Civil Rights - Race						1				2			3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Transgender Screening								1			1		2
Customer Service			3	1			1	1	2	3	2	1	14
Customer Service - TSO			3	1			1	1	2	3	2	1	14
Expedited Passenger Screening Program	15	20	22	10	10	30	39	20	36	19	35	40	296
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		5	2	1	3	1	1		1	1		1	16
Expedited Passenger Screening Program	15	15	20	8	7	28	38	18	35	18	35	39	276
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1				1					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			2			1	1		1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1			1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown							3			1	1	3	8
Patdown - Children							1						1
Patdown - Flyer							2			1	1	3	7
Persons w/ Disabilities (PWD)		1				1		2			1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2			1	2	1	1		2		1	1	11
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				2								3
Property - Special Handling - Missing Items - Checked						1			1		1		3
Screening	2		1	1	1	2	1	1	1	3	1	2	16
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1		1		1	1	3	1	2	13
2023	39	29	29	31	41	49	33	33	29	34	31	24	402
Civil Rights	1			1	1				1		1		5
Civil Rights - National Origin									1				1
Civil Rights - Race	1			1	1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3	2		2	3	1	2	1	1	1	6		22
Customer Service - TSO	3	2		2	3	1	2	1	1	1	6		22
Expedited Passenger Screening Program	30	26	23	24	31	38	30	31	23	28	23	23	330
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		1	2			2			1	1	10
Expedited Passenger Screening Program	29	24	23	22	29	38	30	29	23	28	22	22	319
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	2		1	1	1	3				1			9
Mishandling of Passenger Property - Damaged/Missing Items--C	1		1		1								3
Mishandling of Passenger Property - Damaged/Missing Items--C	1			1		2				1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						2	1				1		4
Patdown - Flyer						2					1		3
Patdown - Flyer as Observer							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) - Service Animals			1										1
Property - Special Handling	1		1	2	1	2		1		3			11
Property - Special Handling - Damaged Items - Carry-On	1									1			2
Property - Special Handling - Damaged Items - Checked			1	1	1	1				2			6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked						1							1
Screening	1	1	2	1	3	3			4	1		1	17
Screening - Inconsistency				1					3				4
Screening - Procedures/Process	1	1	2		3	3				1		1	12
Screening - Retrieving Abandoned/Confiscated Items									1				1
2024	42	33	22	31	34	36							198
Airline	1			1									2
Airline - Lost Baggage	1			1									2
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2	1	3	2	5							14
Customer Service - TSO	1	2	1	3	2	5							14
Expedited Passenger Screening Program	37	23	14	23	29	27							153
Expedited Passenger Screening Program	1	1		1									3
Expedited Passenger Screening Program	36	22	14	22	29	27							150
Locks	1		1	1									3
Locks - Missing or Damaged Lock	1		1	1									3

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	1									2
Lost and Found - Airport/TSA			1	1									2
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--C				1			1						2
Patdown				4		1							5
Patdown - Children				1									1
Patdown - Flyer				2		1							3
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)			3			1	1						5
Persons w/ Disabilities (PWD) - Diabetes			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			1						1				2
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Check			1										1
Property - Special Handling - Missing Items - Carry-C			1										1
Screening		2	1	1	2	1	1						8
Screening - Children						1							1
Screening - Inconsistency				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		2	1		2								5

TSA Contact Center Traveler Complaints Report

Categories	10-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			3
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
2024				1									1
No Subject				1									1
No Subject - General				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKL			1					1					2
2023								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
2024			1										1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	10	13	6	3	8	11	7	7	11		7	90
2022	1		2		1	3	6	4	1	3		2	25
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1		2	1		2	6	2		3			1
Expedited Passenger Screening Program	1		2	1		2	6	2		3			1
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1				2
Patdown								1					1
Patdown - Flyer								1					1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2023	5	7	6	2	1	1	5	3	6	8		5	49
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	3	1	1							2			7
Customer Service - Others			1										1
Customer Service - TSO	3	1								2			6
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	3		3	31
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1	4	5	2	1	1	5	3	3	2		3	30
Mishandling of Passenger Property			1						1	1			3
Mishandling of Passenger Property - Damaged/Missii			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
No Jurisdiction													1
No Jurisdiction - Refer to CBP													1
Persons w/ Disabilities (PWD)			1						1				3
Persons w/ Disabilities (PWD) - Diabetes									1				2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										2			2
Screening - Procedures/Process										2			2
2024	1	3	5	2	1	4							16
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	3	4	2	1	3							14
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	3	4	1	1	3							13
No Jurisdiction													1
No Jurisdiction - No Referral						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	8	7	13	19	14	12	12	8	10	14	3	124
2022	1	1	2	4	1	6	10	6	5	3	12		51
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4	4	3	11		46
Expedited Passenger Screening Program - TSA Application Program							1		1	1			3
Expedited Passenger Screening Program	1	1	2	4	1	6	8	4	3	2	11		43
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Screening							1	1					2
Screening - Procedures/Process							1	1					2
2023	2	3	2	2	10	2	2	6	3	7	2	3	44
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program	1	2	1	2	10	1	2	5	3	5	1	1	34
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1	2	1	2	9	1	2	5	3	5	1	1	33
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown										1			2
Patdown - Flyer										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 - Carry-On									1				1
2024	1	4	3	7	8	6							29
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	1	3	3	3	7	5							22
Expedited Passenger Screening Program - TSA Appl		1			1								2
Expedited Passenger Screening Program	1	2	3	3	6	5							20
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) - Metal Implants (joint)				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
Screening				1									1
Screening - Lengthy Lines				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	3	8	4	1	7	2	6	2	2	3	4	47
2022			3			2	2	1	2			3	13
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1	2			2	7
Expedited Passenger Screening Program - TSA Application Prog			1										1
Expedited Passenger Screening Program - TSA PreCheck							1	1	2			2	6
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown						1						1	2
Patdown - Flyer						1						1	2
Screening							1						1
Screening - Inconsistency							1						1
2023	3		2	3	1	3		5		2	3	1	23
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2	1	13
Expedited Passenger Screening Program	1		1	1	1	2		3		1	2	1	13
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						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			1		5
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1									1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1				1					2
2024	2	3	3	1		2							11
Expedited Passenger Screening Program	2	3	2			2							9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	3	2			2							8
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	5	12	5	10	18	10	7	6	8	11	10	109
2022	1	1	4		4	7	8	1	2	5	7	6	46
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights					1						1		2
Civil Rights - Race											1		1
Civil Rights - Transgender Screening					1								1
Customer Service							3		1				4
Customer Service - TSO							3		1				4
Expedited Passenger Screening Program	1		3		2	7	3			5	5	3	29
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program	1		3		2	7	3			5	3	3	27
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
Patdown			1									1	2
Patdown - Flyer			1									1	2
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						1		3
Screening - Inconsistency					1								1
Screening - Procedures/Process		1									1		2
2023	2	2	5	1	4	6	2	6	4	3	4	4	43
Civil Rights							1						1
Civil Rights - Perceived Religion							1						1
Customer Service	1										1	1	3
Customer Service - TSO	1										1	1	3
Expedited Passenger Screening Program		2	5	1	4	5	1	5	4	2	1	2	32
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program - TSA PreC		2	5	1	4	4	1	5	4	2	1	1	30
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
Patdown								1					1
Patdown - Flyer								1					1
Screening						1				1	1	1	4
Screening - Procedures/Process						1				1	1	1	4
2024	4	2	3	4	2	5							20
Customer Service		1		1	1	1							4
Customer Service - TSO		1		1	1	1							4
Expedited Passenger Screening Program	3	1	2	3	1	2							12
Expedited Passenger Screening Program	3	1	2	3	1	2							12
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Screening	1					1							2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	5	6	3	6	8	4	3	4	5	8	3	58
2022			2		4	1	2	1	4	3	1		18
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1		4	1	2	1	2		1		12
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA PreCheck			1		4	1	1	1	2		1		11
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
2023	2	3	4	2	1	3	2	2		2	7	3	31
Customer Service		1									1		2
Customer Service - CSM											1		1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	2	4	2	1	3	2	2		2	2	1	22
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program	1	2	4	2	1	3	2	1		2	2	1	21
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening		1									4	1	6
Screening - Procedures/Process		1									4	1	6
2024	1	2		1	1	4							9
Expedited Passenger Screening Program		2			1	3							6
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA PreC		2			1	2							5
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1			1									2
Screening - Inconsistency	1												1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	12	5	8	5	7	15	3	6	5	7	9	10	92
2022	5	3		1	4	5	1	3	3	4	5	4	38
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - TSA/DHS Employees - Opt In	1												1
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	3		1	3	5	1	3	2	3	5	3	33
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Process	4	2		1	3	5	1	3	2	3	5	2	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2023	2	2	6	3	1	2	2	3	2	3	4	6	36
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program	2	1	4	3		1	2		1	1	4	6	25
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	2		3	3		1	2		1	1	4	5	22
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			2
Patdown			1						1				2
Patdown - Flyer			1						1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening		1	1		1					1			4
Screening - Inconsistency					1								1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1	1										2
2024	5		2	1	2	8							18
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	4		2		2	7							15
Expedited Passenger Screening Program - TSA Application Process	4		2		2	7							15
Patdown						1							1
Patdown - Flyer						1							1
Screening				1									1
Screening - Lengthy Lines				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1		1		2		1		1	2		9
2022						1		1			2		4
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck								1		1			3
Screening											1		1
Screening - Children											1		1
2023										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2024	1	1		1		1							4
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	1												1
Screening								1					1
Screening - Procedures/Process								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-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	35	40	32	38	47	66	29	28	27	22	24	26	414
2022	8	12	13	8	8	30	16	11	15	7	10	17	155
Civil Rights			1					1	2				4
Civil Rights - Race								1	2				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	2		4							1		1	8
Customer Service - TSO	2		4							1		1	8
Expedited Passenger Screening Program	4	12	6	8	8	28	14	8	12	5	7	14	126
Expedited Passenger Screening Program	2	3	1							1			7
Expedited Passenger Screening Program	2	9	5	8	8	28	14	8	12	4	7	14	119
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1										2	1	4
Mishandling of Passenger Property - Dam	1										1	1	3
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 - Missing Items - Carry-On			1						1				2
Screening						1	1	2		1	1	1	7
Screening - Children												1	1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency								1					1
Screening - Procedures/Process						1		1			1		3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	14	14	9	15	20	28	13	17	12	15	14	9	180
Civil Rights						2		1					3
Civil Rights - Profiling						1							1
Civil Rights - Race						1		1					2
Customer Service	1			1		2	1	1	3	3	2	1	15
Customer Service - TSO	1			1		2	1	1	3	3	2	1	15
Expedited Passenger Screening Program	11	11	9	14	18	23	11	13	5	8	11	7	141
Expedited Passenger Screening Program - TSA Application Prog			1		2			1	1				5
Expedited Passenger Screening Program	11	11	8	14	16	23	11	12	4	8	11	7	136
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--Carry-on Luggage											1		1
Patdown	1	1			1				1				4
Patdown - Flyer	1	1			1				1				4
Persons w/ Disabilities (PWD)								2	2				4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening	1	2			1	1	1		1	3		1	11
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1			1	1	1		1	2		1	8
Screening - Retrieving Abandoned/Confiscated Items										1			1
2024	13	14	10	15	19	8							79
Civil Rights	1					1							2
Civil Rights - Race						1							1
Civil Rights - Transgender Screening	1												1
Customer Service		1	1	2	2								6
Customer Service - TSO		1	1	2	2								6
Expedited Passenger Screening Program	11	13	9	9	15	7							64
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	10	13	8	9	15	7							62
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	1												1
Patdown - Flyer	1												1
Screening				3	1	1							5
Screening - Inconsistency				1									1
Screening - Procedures/Process				1	1	1							3
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	19	11	5	19	18	13	9	12	15	12	16	17	166
2022	3	3		7	6	5	3	6	7	5	8	14	67
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	3	3		7	6	5	3	4	6	4	8	11	60
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3		7	5	5	3	4	6	4	8	11	59
Locks													1
Locks - Missing or Damaged Lock													1
Screening								2					1
Screening - Inconsistency								1					1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process								1					1
2023	10	3	1	7	5	1	6	6	8	7	8	3	65
Civil Rights										1	1		2
Civil Rights - Race										1	1		2
Customer Service	1									1	1		3
Customer Service - TSO	1									1	1		3
Expedited Passenger Screening Program	9	3	1	6	4	1	6	6	8	4	4	2	54
Expedited Passenger Screening Program	1				1		1	1					4
Expedited Passenger Screening Program	8	3	1	6	3	1	5	5	8	4	4	2	50
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown				1									1
Patdown - Flyer				1									1
Screening					1					1	2		4
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency											1		1
Screening - Procedures/Process						1				1			2
2024	6	5	4	5	7	7							34
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Expedited Passenger Screening Program	5	4	4	2	5	7							27
Expedited Passenger Screening Program	5	4	4	2	5	7							27
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
Screening	1			2									3
Screening - Inconsistency				1									1
Screening - Procedures/Process	1			1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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	456	440	454	469	446	555	367	322	329	310	342	321	4,811
2022	102	143	123	134	139	184	163	158	165	151	201	160	1,823
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
Airline - Wheelchair Assistance											1		1
Civil Rights	2	2	2		2	2	3		3	2	2	3	23
Civil Rights - Age	1						1						2
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns		1										1	2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race						2			2	1	1	2	8
Civil Rights - Racial Profiling or Discrimination	1	1			1								3
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		2
Claims				1			1						2
Claims - Status			1				1						2
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	10	11	4	11	4	12	7	9	14	6	8	14	110
Customer Service - CSM				1									1
Customer Service - Others				2		1							3
Customer Service - TSO	10	11	4	8	4	11	7	9	14	6	8	14	106
Expedited Passenger Screening Program	72	107	92	100	118	159	127	130	130	120	163	119	1,437
Expedited Passenger Screening Program - DoD		1			1		1	4			1		8
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	2	13	6	7	5		6	9	6	3	5	1	63
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	70	93	86	93	112	159	120	116	123	117	157	118	1,364
Hazardous Materials Safety		1		1					1	1			4
Hazardous Materials Safety - General		1		1					1	1			4
Locks						2		1	1		1	1	6
Locks - General								1					1
Locks - Missing or Damaged Lock						2			1		1	1	5
Lost and Found					2							1	3
Lost and Found - Airport/TSA					2							1	3
Mishandling of Passenger Property		2	2	2	4		2	4	2	2	3	2	25
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	1	2	1	2		1	3	1	1	1	1		13
Mishandling of Passenger Property - Disarrayed Item	1			1	1			1			2	1	6
No Jurisdiction	1			1		1	2				1		6
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1				1	2						4
No Jurisdiction - Refer to Other											1		1
Patdown	3	6	2	4	2		4	1	3	2	7	7	41
Patdown - Children									1				1
Patdown - Flyer	1	4	2	4	2		4	1	2	2	6	7	35
Patdown - Flyer as Observer	2	2									1		5
Persons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1		2	4	2	28
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 Delay	1	1											2
Persons w/ Disabilities (PWD) - Diabetes				2						1			3
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	1						1	1		1		1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1		1		2						4
Persons w/ Disabilities (PWD) - Prostheses	1	1									2		4
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Wheelchair	2	1									1		4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Formula		1											1
Property - Special Handling	5	1	7	4	2	3	2	3		4	4	3	38
Property - Special Handling - Damaged Items	1		3		1			3					8
Property - Special Handling - Damaged Items - Checked Baggage	1		1	1	1	1				2			7
Property - Special Handling - Missing Items	3		1	2		1	1				3	2	13
Property - Special Handling - Missing Items - Checked Baggage	1		2	1		1	1			2	1	1	10
Screening	6	6	9	8	4	3	12	9	11	12	7	7	94
Screening - Inconsistency	2	1		1	1	1	2	1		2		1	12
Screening - International Screening						1							1
Screening - Lengthy Lines	1	1	2	3		1	1	1	3	1	3		17
Screening - Procedures/Process	3	4	5	3	3		9	7	7	8	4	6	59
Screening - Retrieving Abandoned/Confiscated Items			2	1					1	1			5
2023	183	171	180	211	181	186	204	164	164	159	141	161	2,105
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline				1									1
Airline - Wheelchair Assistance				1									1
Civil Rights	3	3	3	2	1	3	6	3	2	4	4	1	35
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights		1							1	1			3
Civil Rights - National Origin	1									1			2
Civil Rights - Not Specified		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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		1
Civil Rights - Race	1	1	3	1	1	1	4	2	1	1	2	1	19
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2	2	1		1			6
Civil Rights - Transgender Screening	1												1
Customer Service	14	8	11	10	6	10	13	20	10	8	6	9	125
Customer Service - TSO	14	8	11	10	6	10	13	20	10	8	6	9	125
Expedited Passenger Screening Program	148	144	152	180	157	149	173	123	123	116	106	128	1,699
Expedited Passenger Screening Program	3	5	6	3	2	5	3	1	2	1	3	4	38
Expedited Passenger Screening Program	145	138	146	177	154	144	170	122	121	115	103	124	1,659
Expedited Passenger Screening Program - TSA/DHS		1			1								2
Locks		2								1	1		4
Locks - General		1											1
Locks - Missing or Damaged Lock		1								1	1		3
Mishandling of Passenger Property	2	1	3		3	3		1	4	3	2	5	27
Mishandling of Passenger Property - Dam	1				3	3			2	2		2	13
Mishandling of Passenger Property - Damaged/Missii		1						1	2	1	1	3	9
Mishandling of Passenger Property - Disa	1		3								1		5
No Jurisdiction	1	1	1	2		1			2	1	2	1	12
No Jurisdiction - No Referral				1					1	1			3
No Jurisdiction - Refer to CBP	1	1		1		1			1		1	1	7
No Jurisdiction - Refer to Other			1								1		2
Patdown	2	3		3	1	2		3	3	2	3	1	23
Patdown - Children								1			1		2
Patdown - Flyer	2	2		2	1	1		2	2	2	2	1	17
Patdown - Flyer as Observer				1		1			1				3
Patdown - General		1											1
Persons w/ Disabilities (PWD)	3		2	1		6	3	3	4	2	3	3	30
Persons w/ Disabilities (PWD) - Autism S	1					3				1		1	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						2			1		1		4
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General									2				2
Persons w/ Disabilities (PWD) - Medically	2		1	1			1	2		1		1	9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1			1	3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											2		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	2	2	3	2	3	1	2	4	3	5	3	3	33
Property - Special Handling - Damaged It	2	1	1				1	2	1	1	2	2	13
Property - Special Handling - Damaged Items - Checked										3			3
Property - Special Handling - Missing Items - Carry-C		1	1		2		1	1		1		1	8
Property - Special Handling - Missing Items - Checked		1	2	1	1	1		2		1			9
Screening	8	7	5	10	10	11	7	7	13	17	10	10	115
Screening - Crew Member or Airline Empl	1							1					2
Screening - Inconsistency	1	2		1	3	3		1	4	4	3		22
Screening - Lengthy Lines	1		1	2	1		1	1		3	2	4	16
Screening - Procedures/Process	4	3	3	7	5	8	6	4	9	10	4	5	68
Screening - Retrieving Abandoned/Confis	1	2	1		1						1	1	7
2024	171	126	151	124	126	185							883
Airline		1	1										2
Airline - Policy/Regulations/Service		1	1										2
Civil Rights	4	1	3	4									12
Civil Rights - Age				1									1
Civil Rights - Not Specified	1		1										2
Civil Rights - Profiling			1										1
Civil Rights - Race			1	1									4
Civil Rights - Sex/Gender/Gender Identity	1	1											2
Civil Rights - Transgender Screening				2									2
Customer Service	8	12	14	10	7	18							69
Customer Service - CSM				1		1							2
Customer Service - Others			1										1
Customer Service - TSO	8	12	13	9	7	17							66
Expedited Passenger Screening Program	146	93	115	97	103	143							697
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	3	2	6	4	2	5							22
Expedited Passenger Screening Program	143	90	109	93	101	138							674
Locks			1	1		1							3
Locks - Missing or Damaged Lock			1	1		1							3
Lost and Found			1	1	1	2							5
Lost and Found - Airport/TSA			1	1	1	2							5
Mishandling of Passenger Property	3	2	1	2	3	3							14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		2							3
Mishandling of Passenger Property - Dam	1	2	1	1	3	1							9
Mishandling of Passenger Property - Disa	2												2
No Jurisdiction		2	1		3	2							8
No Jurisdiction - No Referral			1		1	1							3
No Jurisdiction - Refer to CBP		2			2	1							5
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown		2	2	3		1							8
Patdown - Children						1							1
Patdown - Flyer		2	2	2									6
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	3	5		4	5							18
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Hearing I		1											1
Persons w/ Disabilities (PWD) - Medically Necessary			1	1			2						4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				2		2	1						5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1							2
Property - Special Handling	1	5	5	2	1		1						10
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Damaged Items - Check		2											2
Property - Special Handling - Missing Items - Carry-On				1	1		1						3
Property - Special Handling - Missing Items - Checke		2	1										3
Screening	8	5	5	5	5	5	8						36
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1					1	1						3
Screening - Lengthy Lines	1			1		1	3						6
Screening - Procedures/Process	5	5	3	4	4	3	3						23
Screening - Retrieving Abandoned/Confiscated Items			1	1		1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	3		1	2		1				8
2022			1				2						3
Expedited Passenger Screening Program			1				2						3
Expedited Passenger Screening Program - TSA PreC			1				2						3
2023									1				1
Screening									1				1
Screening - Inconsistency									1				1
2024				3		1							4
Customer Service				2									2
Customer Service - TSO				2									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown								1					1
Patdown - Flyer								1					1

TSA Contact Center Traveler Complaints Report

Categories	10-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	260	233	208	205	229	269	218	211	188	161	164	194	2,540
2022	39	50	55	44	48	97	106	109	88	83	74	97	890
Airline			1								1		2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance										1			1
Civil Rights	2	1					1		1	1		3	9
Civil Rights - Race							1		1			1	3
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	2	3	3	2	4	5	10	10	9	7	2	7	64
Customer Service - TSO	2	3	3	2	4	5	10	10	9	7	2	7	64
Expedited Passenger Screening Program	28	36	44	36	40	79	76	86	68	64	59	74	690
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD		1		1			4						6
Expedited Passenger Screening Program	3	1	2		1		4	8	3	2	1	2	27
Expedited Passenger Screening Program	24	34	41	35	39	79	68	78	65	62	58	71	654
Expedited Passenger Screening Program	1		1										2
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1		1		1	3	3	1	2		1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missii		1		1		1	2	2	1	2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction												2	2
No Jurisdiction - Refer to Other												2	2
Patdown		1	1		1	1	2	1	1		5	6	19
Patdown - Flyer		1			1	1	2	1	1		5	6	18
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	2			1	3	5	1	3	3	1		20
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			2
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		1				1				1			3
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) - Prosthesi	1							1					2
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
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beve	1												1
Property - Special Handling	4	3	2	3		2	1	1		3	1		20
Property - Special Handling - Damaged It	1		1	2						3	1		8
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Items - Carry-C		2		1									3
Property - Special Handling - Missing Item	2	1	1			1	1	1					7
Screening	1	3	2	2	1	6	7	7	5	3	5	4	46
Screening - Cruise Ships											1		1
Screening - Inconsistency			1				2	1	1				5
Screening - Lengthy Lines					1	5	2	1	1	1	1	1	12
Screening - Procedures/Process	1	3	1	2		1	3	5	3	2	3	3	27
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	123	100	87	99	101	94	112	102	100	78	90	97	1,183
Additional Information Required/Insufficient Information							1		1		1		3
Additional Information Required/Insufficient Information - EMAIL ONLY							1		1		1		3
Airline			1	1			1					1	4
Airline - Lost Baggage			1	1			1						3
Airline - Policy/Regulations/Service												1	1
Civil Rights	4	3	1	1	1	1	2		5	2	4	1	25
Civil Rights - Age										1			1
Civil Rights - Civil Rights Violation (TSA Employee)		1							1				2
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	2	1	1	1			2		2		2	1	12
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	2	1			1				1	1			6
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service	5	8	8	8	9	8	5	4	8	10	11	8	92
Customer Service - Others			1										1
Customer Service - TSO	5	8	7	8	9	8	5	4	8	10	11	8	91
Expedited Passenger Screening Program	100	74	67	79	81	68	77	69	79	47	63	70	874
Expedited Passenger Screening Program	1	1										1	3
Expedited Passenger Screening Program	3	2	3	1	1	1		1	1	1		1	15
Expedited Passenger Screening Program	96	72	63	78	80	67	77	67	78	46	63	68	855
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety												1	1
Hazardous Materials Safety - General												1	1
Locks					1	1	2	1	1		1		7
Locks - Missing or Damaged Lock					1	1	2	1	1		1		7
Lost and Found										1			1

TSA Contact Center Traveler Complaints Report

Categories	10-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
Mishandling of Passenger Property	2	3	1	1		4	4	4	1	3	2	3	28
Mishandling of Passenger Property - Damaged	1	1				2	3	1	1		2	1	12
Mishandling of Passenger Property - Damaged	1	2	1	1		1		3		2			11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1			1		2	5
No Jurisdiction			1				3					1	5
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to Other			1				2					1	4
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	4	2	3	2		3	2	2	1	4	3	4	30
Patdown - Children										1			1
Patdown - Flyer	4	1	3	2		3	2	2	1	3	2	3	26
Patdown - Flyer as Observer											1	1	2
Patdown - General		1											1
Persons w/ Disabilities (PWD)		2			2	2	4	5		2	1	1	19
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) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment							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			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								3					3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1					1			1		1	4
Property - Special Handling	2	2	1	2	1	3	2	3	1	2	1		20
Property - Special Handling - Damaged Items	2	1		1				1			1		6
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				1	1		2			6
Screening	6	6	4	4	4	4	9	14	3	7	3	6	70
Screening - Inconsistency		3				1	5	2		3		1	15
Screening - International Screening						1							1
Screening - Lengthy Lines	2		1			1	1	1			1		7
Screening - Procedures/Process	4	3	2	3	4	1	3	11	3	4	2	5	45
Screening - Retrieving Abandoned/Confiscated Items			1	1									2
TWIC				1	1							1	3
TWIC - General				1	1							1	3
2024	98	83	66	62	80	78							467
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		1	1	3	2							8
Civil Rights - Age						1							1
Civil Rights - Race			1	1	2	1							5
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Claims		1											1
Claims - General		1											1
Customer Service	8	10	11	10	6	8							53
Customer Service - TSO	8	10	11	10	6	8							53
Expedited Passenger Screening Program	73	52	47	48	60	57							337
Expedited Passenger Screening Program	1	1	1	3	1								7
Expedited Passenger Screening Program	72	50	46	45	59	57							329
Expedited Passenger Screening Program - TSA/DHS		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							3
Mishandling of Passenger Property - Damaged/Missing		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	6		1		2	2							11
Patdown - Children					1								1
Patdown - Flyer	6		1		1	2							10
Persons w/ Disabilities (PWD)	5	4		1	2	3							15
Persons w/ Disabilities (PWD) - Breast Cancer					2								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
Persons w/ Disabilities (PWD) - Medically Necessary		1				1							2
Persons w/ Disabilities (PWD) - Metal Implants	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1	1				1							3
Persons w/ Disabilities (PWD) - Prostheses	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling	2	5	1	1	2	1							12
Property - Special Handling - Damaged Items	2	1			1								4
Property - Special Handling - Damaged Items - Checked	1			1		1							3
Property - Special Handling - Missing Items - Carry-On	1	1			1								3
Property - Special Handling - Missing Items - Checked	2												2
Screening	2	7	2	1	3	4							19
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	2							3
Screening - Procedures/Process	2	6	2	1	2	2							15

TSA Contact Center Traveler Complaints Report

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

TSA Contact Center Traveler Complaints Report

Categories	10-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	12	21	30	19	23	5		8	6	12	12	153
2022	1	1	8	20	6	9	3		2	2		7	59
Customer Service		1	2	3	2				1	1			11
Customer Service - TSO		1	2	3	2				1	1			11
Expedited Passenger Screening Program			5	11	3	7	3		1			6	36
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Proq			2										2
Expedited Passenger Screening Program - TSA PreCheck			2	11	3	7	3		1			6	33
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				1			8
Screening - Inconsistency				2		1					1		4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			1		1							3
2023		4	9	3	8	6	2		6	4	12	5	59
Customer Service					2				2	1	2	2	9
Customer Service - TSO					2				2	1	2	2	9
Expedited Passenger Screening Program		4	5	3	4	3	2		3	2	5	1	32
Expedited Passenger Screening Program - TSA PreC		4	5	3	4	3	2		3	2	5	1	32
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Patdown			1						1		4		6
Patdown - Flyer			1						1		3		5
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Property - Special Handling					2								2
Property - Special Handling - Damaged Items - Carry-On					2								2
Screening			2			1				1	1	2	7
Screening - Lengthy Lines			2							1	1		4
Screening - Procedures/Process							1					2	3
2024	4	7	4	7	5	8							35
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	3	2	3	1	2							12
Customer Service - TSO	1	3	2	3	1	2							12
Expedited Passenger Screening Program	2	2	1	2	4	5							16
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	2	2	1	2	3	5							15
No Jurisdiction													1
No Jurisdiction - No Referral							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1	1	1									4
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
MVY		1		1						6	7	5	20
2022											4	4	8
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program											2	4	6
Expedited Passenger Screening Program - TSA PreCheck											2	4	6
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
2023										6	3	1	10
Civil Rights											1	1	2
Civil Rights - Race											1	1	2
Customer Service										3			3
Customer Service - TSO										3			3
Expedited Passenger Screening Program										2	1		3
Expedited Passenger Screening Program - TSA PreCheck										2	1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening										1			1
Screening - Procedures/Process										1			1
2024		1		1									2
Civil Rights		1											1
Civil Rights - Race		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
MWA			1	1	1		3		1				7
2022				1			1						2
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service				1									1
Customer Service - TSO				1									1
2023			1				2		1				4
Expedited Passenger Screening Program			1				2		1				4
Expedited Passenger Screening Program - TSA PreCheck			1				2		1				4
2024					1								1
Civil Rights					1								1
Civil Rights - Race					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	68	46	28	31	33	38	41	54	55	43	57	42	536
2022	17	12	14	12	10	13	9	27	34	18	28	29	223
Civil Rights	1		1					1		2		1	6
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race								1		1			2
Civil Rights - Racial Profiling or Discrimination	1												1
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	2					1			3			1	7
Customer Service - TSO	2					1			3			1	7
Expedited Passenger Screening Program	13	9	12	8	6	10	7	24	24	15	19	19	166
Expedited Passenger Screening Program	2	1							2	2	1	2	10
Expedited Passenger Screening Program	11	8	12	8	6	10	7	24	22	13	18	17	156
Human Capital						1							1
Human Capital - Prospective Employment with TSA						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											2	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
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			1			1		4		8
Patdown - Flyer	1		1			1			1		3		7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1		1			1				1	2	6
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 Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling								1				3	4
Property - Special Handling - Damaged Items - Carry-On												3	3
Property - Special Handling - Damaged Items - Checked								1					1
Screening		1		3		2	1	1	5	1	2	2	18
Screening - Inconsistency									1			1	2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		3		1	1	1	4	1	2	1	15
2023	37	21	8	12	12	18	32	27	21	25	29	13	255
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights	1	1	1				4			1	1		9
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1						3				1		5
Civil Rights - Transgender Screening			1										1
Customer Service	1	1		1			1		2	3	1		10
Customer Service - TSO	1	1		1			1		2	3	1		10
Expedited Passenger Screening Program	29	15	6	9	10	16	25	22	13	19	20	12	196
Expedited Passenger Screening Program - TSA Application Program								1		1		1	3
Expedited Passenger Screening Program	29	15	6	9	10	16	25	21	13	18	20	11	193
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property			1						2		2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--C									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
Patdown							2		1				3
Patdown - Children							1		1				2
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)		1				1			1	2			5
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
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) - Prosthesis/Amputees		1											1
Property - Special Handling	1			1	1	1		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
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	5	2			1			2	1		4		15
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1	1						1			1		4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	1			1			1	1		2		9
2024	14	13	6	7	11	7							58

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Categories	10-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	4		1		2							8
Customer Service - TCC	1												1
Customer Service - TSO		4		1		2							7
Expedited Passenger Screening Program	11	7	3	5	11	5							42
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	10	7	2	5	11	5							40
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Patdown			1										1
Patdown - Flyer		1											1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1		1										2
Screening	1	1		1									3
Screening - Lengthy Lines	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
NYL			3	2	2	1	2	3	3	3	2	2	23
2022			3	1	1		1		1	1	1		9
Expedited Passenger Screening Program			1				1				1		3
Expedited Passenger Screening Program - TSA PreC			1				1				1		3
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Screening			2	1					1				4
Screening - Procedures/Process			2						1				3
Screening - Shoe Screening				1									1
2023					1		1	3	2	2	1	2	12
Expedited Passenger Screening Program								2	2	1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck								2	2	1	1	1	7
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening						1	1					1	3
Screening - Inconsistency						1							1
Screening - Procedures/Process							1					1	2
2024				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

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	6	8	1	5	6	4	10	2	9	7	5	67
2022	2	3	3	1	1	5	3	5		2		1	26
Civil Rights				1				2				1	4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	1	1					1					4
Customer Service - TSO	1	1	1					1					4
Expedited Passenger Screening Program		1				1	2	1					5
Expedited Passenger Screening Program - TSA PreC		1				1	2	1					5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			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 It	1												1
Screening			2			2	1	1		2			8
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			1										1
Screening - Procedures/Process						2	1	1		2			6
2023	2	2	2		2	1	1	5	2	7	7	4	35
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	1	4
Customer Service - TSO								1	1		1	1	4
Expedited Passenger Screening Program	1		1		1		1	3		2	4	2	15
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program	1		1		1		1	3		2	3	2	14
Locks													1
Locks - Missing or Damaged Lock													1
Patdown										2	1		3
Patdown - Flyer										2	1		3
Persons w/ Disabilities (PWD)	1	1										1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening		1	1		1	1			1	1			6
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency		1											1
Screening - Procedures/Process			1			1			1	1			4
2024		1	3		2								6
Expedited Passenger Screening Program		1	1		2								4
Expedited Passenger Screening Program - TSA PreC		1	1		2								4
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2

TSA Contact Center Traveler Complaints Report

Categories	10-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	143	135	138	107	104	135	98	101	89	90	90	101	1,331
2022	26	36	40	23	25	28	46	47	43	46	48	53	461
Airline					1			1		1			3
Airline - Policy/Regulations/Service						1		1		1			3
Civil Rights	2	1		1	1	1			2	2			10
Civil Rights - Age	1												1
Civil Rights - Perceived Religion									1				1
Civil Rights - Race						1			1	1			3
Civil Rights - Racial Profiling or Discrimination	1	1		1									3
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims										1			1
Claims - Status										1			1
Customer Service	4	2	1		1	2	2	4	5	1	3	1	26
Customer Service - TSO	4	2	1		1	2	2	4	5	1	3	1	26
Expedited Passenger Screening Program	10	31	35	17	19	20	38	32	31	38	41	44	356
Expedited Passenger Screening Program - TSA Appl		2	2		1		5		3	2	4	3	22
Expedited Passenger Screening Program	10	29	33	17	18	20	33	32	28	36	36	41	333
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Mishandling of Passenger Property		2	1			1	1	2	1				11
Mishandling of Passenger Property - Damaged/Missin		2		2		1	1	2	1				9
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		3			2	7
Patdown - Flyer	1						1		3			1	6
Patdown - General												1	1
Persons w/ Disabilities (PWD)			1				1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1					1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1	1			3
Persons w/ Disabilities (PWD) - Service Animals											1	1	2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/To	1												1
Property - Special Handling	1		1	2		1	1	1			1	1	9
Property - Special Handling - Damaged It	1												1
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				2									3
Request for Assistance													1
Request for Assistance - Other													1
Screening	7		1		2	3	2	6		2	2	3	28
Screening - Inconsistency					1		1	2					4
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process	7		1		1	2	1	4		2	1	3	22
2023	56	59	53	47	41	52	52	54	46	44	42	48	594
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2		1	1	2	1	2	2	3			16
Civil Rights - Age		1											1
Civil Rights - Not Specified									2				2
Civil Rights - Race	1			1	1	1							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1		3			6
Civil Rights - Transgender Screening	1	1						1					3
Customer Service	3	4	1	5	1	2	1	4	4		1		26
Customer Service - TSO	3	4	1	5	1	2	1	4	4		1		26
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	42	43	46	35	32	36	35	39	32	35	31	36	442
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3		1		1				1	1		8
Expedited Passenger Screening Program	41	40	45	34	31	35	35	39	32	34	30	36	432
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	1		2	2	2	3	2	1		2	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		2	1			1		6
Mishandling of Passenger Property - Dam	1	1		1	1	2	1	1	1		1	2	12
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction							1			1			2
No Jurisdiction - Refer to FAA							1						1
No Jurisdiction - Refer to Other										1			1
Patdown	1	1	3	1	1			2		1			10
Patdown - Flyer	1	1	2	1	1			2		1			9
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1				1	3	1		1		1	1	9
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		1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	3	3	2		1		1	1	2		1	1	15
Property - Special Handling - Damaged It	1								1				2
Property - Special Handling - Damaged Items - Check		2			1		1				1		5
Property - Special Handling - Missing Items - Carry-On			1									1	2
Property - Special Handling - Missing Items - Missing Item	2	1	1					1	1				6

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	4	1	3	2	6	9	4	4	3	5	8	51
Screening - Crew Member or Airline Employee	1										1		2
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines						1	2	1	1				8
Screening - Opposite Gender						1							1
Screening - Procedures/Process	1	4	1	3	2	4	6	3	3	2	3	4	36
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	61	40	45	37	38	55							276
Civil Rights	1		1			1							4
Civil Rights - Race	1					1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening						1							1
Claims						1							1
Claims - Status						1							1
Customer Service	3	3	7	5	3	11							32
Customer Service - CSM						1							1
Customer Service - TCC			1										1
Customer Service - TSO	3	3	6	5	3	10							30
Expedited Passenger Screening Program	48	31	29	28	24	32							192
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	2		1	2	1							7
Expedited Passenger Screening Program	47	29	28	27	22	30							183
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Lost and Found				1									1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1				2	3							6
Mishandling of Passenger Property - Damaged	1					3							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		2	2		2	2							8
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						2							2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	1	2				2	1						6
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C			1			1							2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening	7	1	3	4	4	4							23
Screening - Inconsistency			1										1
Screening - Lengthy Lines	2		1		1	4							8
Screening - Procedures/Process	4	1		3	3								11
Screening - Retrieving Abandoned/Confiscated	1			1									2
Screening - Security Breach			1										1
TWIC		1											1
TWIC - General		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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				2
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

TSA Contact Center Traveler Complaints Report

Categories	10-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	127	105	104	136	85	132	103	111	99	103	85	104	1,294
2022	35	33	29	53	30	47	50	58	55	64	65	79	598
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	2	1			2	1	1		1	3	1		12
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race						1	1			1			3
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity	1				1				1	1			4
Customer Service	2	4	7	10	2	5	6	6	2	6	4	3	57
Customer Service - TSO	2	4	7	10	2	5	6	6	2	6	4	3	57
Expedited Passenger Screening Program	24	26	18	36	21	33	34	44	49	49	54	40	428
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	2	5	1	5		1	2	1	1	3	1		22
Expedited Passenger Screening Program	22	21	17	31	21	32	32	42	48	45	52	40	403
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			1					1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1				1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown		1				2	2	2		1			8
Patdown - Children										1			1
Patdown - Flyer		1				2	2	2					7
Persons w/ Disabilities (PWD)	2			1		2		1	1		2	28	37
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General	1											3	4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)												23	23
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) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1		1	2	3		1	2	1		1		12
Property - Special Handling - Damaged It	1			2			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	1			3
Screening	3	1	2	2	1	4	5	2	1	2	3	7	33
Screening - Inconsistency	1			1		1	1						5
Screening - Lengthy Lines					1		2		1		2	1	7
Screening - Procedures/Process	2	1	2	1		3	2	2		2	1	5	21
2023	71	52	59	64	38	57	53	53	44	39	20	25	575
Civil Rights		2	1										3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening		1											1
Customer Service	2	2	4	8	3	3	8	5	2	6	3	3	49
Customer Service - TCC							1						1
Customer Service - TSO	2	2	4	8	3	3	7	5	2	6	3	3	48
Expedited Passenger Screening Program	50	33	42	42	25	41	36	39	35	29	15	19	406
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Appl		3	1	3		2			1				10
Expedited Passenger Screening Program	49	30	41	39	25	38	36	39	34	29	15	18	393
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1						1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1	1	1	1	2	1		1	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1	1	1	1		1		1	6
Mishandling of Passenger Property - Dam	1			1		1	1				1	1	6
No Jurisdiction									2				2
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other									1				1
Patdown		1	5	1	1	1		1	1		1		12
Patdown - Flyer		1	5	1	1	1		1	1		1		12
Persons w/ Disabilities (PWD)	16	6	1	1	1	1	3	4	3	1		1	38
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 Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1				1					2
Persons w/ Disabilities (PWD) - Metal Im	14	5	1			1	1		1	1			24
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1	1					2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelcha	2						1	1	1				5
Property - Special Handling		1	1	1	2	2							7
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Missing Items - Carry-C		1		1									2
Property - Special Handling - Missing Items - Checked			1		1	1							3
Screening	2	7	4	10	5	8	3	3	1	2			45
Screening - Children							1			1			2

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Crew Member or Airline Employee									1				1
Screening - Inconsistency		1	2	2	1	2		1					9
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	2	6	2	7	4	5	2	2		1			31
2024	21	20	16	19	17	28							121
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	2	1	1	2	2	5							13
Customer Service - TSO	2	1	1	2	2	5							13
Expedited Passenger Screening Program	15	17	12	11	10	19							84
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program	15	17	12	9	10	19							82
Mishandling of Passenger Property		1			1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1							2
Mishandling of Passenger Property - Damaged/Missi		1											1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown	2		1		1	2							6
Patdown - Flyer	2		1		1	2							6
Persons w/ Disabilities (PWD)	1		1	1	1	1							5
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	1		1										2
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 Items - Carry-C		1		1									2
Property - Special Handling - Missing Items - Checked						1							1
Screening				3	1								4
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process				2	1								3

TSA Contact Center Traveler Complaints Report

Categories	10-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					2								2
2022					2								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Patdown					1								1
Patdown - Flyer					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	60	85	88	72	76	75	48	47	61	69	60	47	788
2022	14	29	20	11	19	26	21	20	29	31	23	25	268
Airline											1		1
Airline - Baggage Requirements											1		1
Civil Rights				1			3				1	1	6
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	6			3	3	1	1			1		16
Customer Service - TSO	1	6			3	3	1	1			1		16
Expedited Passenger Screening Program	5	19	15	8	15	17	15	15	21	28	17	22	197
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program	1	2			2	3			1	3	1	1	14
Expedited Passenger Screening Program	4	17	15	8	12	14	15	14	20	25	15	21	180
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		2
No Jurisdiction						1					1		2
No Jurisdiction - Refer to Other						1					1		2
Patdown				1		1	1		1				4
Patdown - Flyer				1		1	1						3
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1					1			1		1	1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1						1	2
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	4	4	1		4	1	4	6			1	32
Screening - Inconsistency									1				1
Screening - Lengthy Lines	1	1	1			1		4					8
Screening - Procedures/Process	5	3	3	1		3			5			1	21
Screening - Retrieving Abandoned/Confis	1						1						2
2023	18	28	37	37	29	22	27	27	32	38	37	22	354
Civil Rights						1		1		1			3
Civil Rights - Race						1							1
Civil Rights - Transgender Screening								1		1			2
Customer Service	1	2	1	1	1	3				1			10
Customer Service - Others		1											1
Customer Service - TSO	1	1	1	1	1	3				1			9
Expedited Passenger Screening Program	16	26	29	32	17	16	24	24	22	25	27	17	275
Expedited Passenger Screening Program - DoD				1			1				1		3
Expedited Passenger Screening Program - TSA Appl		2		1			1		2	1		2	9
Expedited Passenger Screening Program	16	24	29	30	17	16	22	24	20	24	26	15	263
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
No Jurisdiction											2		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other											1		1
Patdown			1			1				3	2	1	8
Patdown - Flyer			1			1				3	2	1	8
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Property - Special Handling			1		1				3	1	1		7
Property - Special Handling - Damaged Items - Carry-On			1		1					1			3
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		5	4	7	2	3	2	6	7	4	3	44
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	3	1					1	1			8
Screening - Lengthy Lines			1	1	1				3	1	2	1	10
Screening - Procedures/Process	1		2	2	3	1	3	2	2	5	2	2	25
2024	28	28	31	24	28	27							166
Additional Information Required/Insufficient In	1												1
Additional Information Required/Insuffici	1												1
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	3	7		3	5							19
Customer Service - Others						2							2
Customer Service - TSO	1	3	7		3	3							17
Expedited Passenger Screening Program	22	16	20	19	20	16							113
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	21	16	17	19	20	16							109

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HAZMAT Endorsement		1											1
HAZMAT Endorsement - General		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	1							3
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown			2				1						3
Patdown - Flyer			2				1						3
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		1	1	1		1							4
Property - Special Handling - Damaged Items		1		1									2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked Baggage				1									1
Screening		2	4		4	2	2						14
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1			2	1							4
Screening - Procedures/Process		1	4		2	1							8
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
OLF			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	102	99	96	94	117	117	63	85	61	93	71	77	1,075
2022	20	21	24	17	33	32	28	31	29	35	36	36	342
Airline				2									2
Airline - Policy/Regulations/Service				2									2
Civil Rights		1	3	1	1			1					7
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1								6
Customer Service	3	2	2	1	4	3	4	4	3	6	4	9	45
Customer Service - TSO	3	2	2	1	4	3	4	4	3	6	4	9	45
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23	23	23	26	23	230
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	1	1	1				1						4
Expedited Passenger Screening Program - TSA Appl		3				1		2		1	1	2	10
Expedited Passenger Screening Program	7	11	13	8	21	26	18	21	23	22	24	21	215
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1		2	1	1		2	1	2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1				2
Mishandling of Passenger Property - Damaged/Missii		1		1				1		1			4
Mishandling of Passenger Property - Disa	1			1	1			1		1	1		6
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Patdown	1	1			1		1	1			4		9
Patdown - Children		1			1		1						3
Patdown - Flyer	1							1			4		6
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			2	1		1	9
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				2
Screening	3		1	1	2		3			3	1	3	17
Screening - Inconsistency							2						2
Screening - Procedures/Process	3		1	1	1					3	1	1	11
Screening - Retrieving Abandoned/Confiscated Items					1		1						2
2023	40	35	39	44	53	55	35	54	32	58	35	41	521
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline							1						1
Airline - Wheelchair Assistance							1						1
Civil Rights		1	1		1	1	1		4	4	1	1	15
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
Civil Rights - Race			1		1		1		2	2	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1	1		1	4
Civil Rights - Transgender Screening		1											1
Customer Service	5	1	2	4	5	2	6	10	3	10	5	4	57
Customer Service - CSM								1					1
Customer Service - TSO	5	1	2	4	5	2	6	9	3	10	5	4	56
Expedited Passenger Screening Program	31	30	31	32	37	43	22	34	19	32	16	27	354
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	1	1		1	1			1	1			7
Expedited Passenger Screening Program	30	28	30	32	36	41	22	34	18	31	16	27	345
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks											2		2
Locks - Missing or Damaged Lock											2		2
Mishandling of Passenger Property		1		2	3			1		1	1	1	10
Mishandling of Passenger Property - Damaged/Missii		1			2					1		1	5
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
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown	1						2		2	2	4	3	14
Patdown - Children										1	1		2
Patdown - Flyer	1						1		2	3	2		11
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				2			2		1	2		2	9
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				2					1	1			4
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	1				1	3		9
Property - Special Handling - Damaged Items - Carry-On			1		1						2		4
Property - Special Handling - Damaged Items - Checked				1		1				1	1		4
Property - Special Handling - Missing Items - Checked				1									1
Screening	2	2	4	3	5	5	3	7	2	4	4	6	47

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency						1		1	1		2		5
Screening - Lengthy Lines	1	1			1			2		1	1	1	8
Screening - Procedures/Process	1	1	3	3	4	4	3	4	1	3	1	5	33
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC									1				1
TWIC - General									1				1
2024	42	43	33	33	31	30							212
Civil Rights	1	1			1								3
Civil Rights - Race	1	1			1								3
Customer Service	6	4	4		2	1							17
Customer Service - TSO	6	4	4		2	1							17
Expedited Passenger Screening Program	28	28	24	26	21	26							153
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1				2	1							4
Expedited Passenger Screening Program	27	27	23	26	19	24							146
Expedited Passenger Screening Program - TSA/DHS		1											1
Mishandling of Passenger Property		1		3		2							6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3									3
Mishandling of Passenger Property - Damaged/Missii		1				2							3
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	3	2	2	1	3								11
Patdown - Flyer	3	1	2	1	3								10
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2	1			2	1							6
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Ca	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) - Wheelcha	1												1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	2	6	3	1	2								14
Screening - Inconsistency					2								2
Screening - Lengthy Lines	1	1	2										4
Screening - Procedures/Process	1	5	1	1									8

TSA Contact Center Traveler Complaints Report

Categories	10-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			2		1	2				6
2022						1		1	2				4
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program - TSA PreCheck								1	2				3
2023				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
2024							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	103	102	86	76	79	104	63	83	74	72	77	61	980
2022	14	28	27	23	23	40	37	41	34	34	43	37	381
Civil Rights		1	1		1		3	1	1	3		1	12
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin									1	1			2
Civil Rights - Not Specified										1			1
Civil Rights - Race							1	1		1			3
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	3	5	2	2	2	8	4	4	3	6	1	2	42
Customer Service - TSO	3	5	2	2	2	8	4	4	3	6	1	2	42
Expedited Passenger Screening Program	5	14	17	14	16	20	24	26	21	17	31	30	235
Expedited Passenger Screening Program - DoD									1				2
Expedited Passenger Screening Program	1	2	2		4			2	1	1	4	5	22
Expedited Passenger Screening Program	4	12	15	14	12	20	24	24	19	16	27	24	211
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		1	1			3			8
Mishandling of Passenger Property - Damaged/Missi		1		1		1				1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			2			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
Patdown		2	1				6	2		2	1	2	16
Patdown - Flyer		2	1				6	2		2	1	2	16
Persons w/ Disabilities (PWD)	2	1	1		2	2			3		6		17
Persons w/ Disabilities (PWD) - Autism S	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) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1		2		4
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) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1		1		2
Property - Special Handling	1	1	2	2			1	4	2	2	1	1	16
Property - Special Handling - Damaged Items - Carry-On				1						1	1	1	3
Property - Special Handling - Damaged It	1		1	1				1					4
Property - Special Handling - Missing Items - Carry-C		1					1	1	1		1		5
Property - Special Handling - Missing Items - Checked			1					2	1				4
Screening	3	2	3	3	2	3	1	4	4	3	2	1	31
Screening - Inconsistency						1		1	2				4
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process	2	2	3	3	2	2	1	2	2	2	1		22
Screening - Retrieving Abandoned/Confis	1							1					2
Screening - Shoe Screening												1	1
2023	36	39	41	32	32	38	26	42	40	38	34	24	422
Airline		1									1		2
Airline - Policy/Regulations/Service		1									1		2
Civil Rights	1	1	1				1	2			1		7
Civil Rights - Race	1	1									1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1					3
Customer Service	3	1	1	3	5	6	3	4	3	3	3	1	33
Customer Service - TSO	3	1	1	3	5	6	3	4	3	3	3	1	33
Expedited Passenger Screening Program	28	28	27	27	27	23	13	27	28	19	21	21	289
Expedited Passenger Screening Program - DoD						2							2
Expedited Passenger Screening Program	2	1		1		1		1		3			9
Expedited Passenger Screening Program	26	25	27	27	26	20	13	26	28	16	21	21	276
Expedited Passenger Screening Program - TSA/DHS		2											2
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	2	2	3		1	2	1	1	1	2			15
Mishandling of Passenger Property - Damaged/Missi	1	2				1	1		1	1			7
Mishandling of Passenger Property - Dam	1		1			1		1		1			5
Mishandling of Passenger Property - Disa	1	1			1								3
Patdown	1			1			1	3	1	5	2		14
Patdown - Children									1				1
Patdown - Flyer				1			1	3		5	2		12
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1					1		2	2	1	9
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) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1		1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	1	1	4		1	1	1		1	1	1		12
Property - Special Handling - Damaged Items - Carry-On			2		1					1			4
Property - Special Handling - Damaged It	1						1						2

TSA Contact Center Traveler Complaints Report

Categories	10-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
Property - Special Handling - Missing Items - Checke			1	2					1		1		5
Screening	2	2	3	3		7	2	4	4	5	3	1	36
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	2	1		2				1	1	1	1		9
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process		1	2	1		5	2	3	3	4	2		23
Screening - Retrieving Abandoned/Confiscated Items													1
2024	53	35	18	21	24	26							177
Civil Rights	3												4
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	2												3
Customer Service	2	4	2	3	3	2							16
Customer Service - TSO	2	4	2	3	3	2							16
Expedited Passenger Screening Program	44	26	10	10	18	19							127
Expedited Passenger Screening Program - TSA Application Pro				1									1
Expedited Passenger Screening Program	44	26	9	10	18	19							126
Locks		1											1
Locks - Missing or Damaged Lock		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
Patdown - Flyer				1									1
Property - Special Handling		3	1	3									7
Property - Special Handling - Damaged Items - Carry		2	1										3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked				1									1
Screening	3	1	3	3	2	3							15
Screening - Lengthy Lines	1			1	1								3
Screening - Procedures/Process	2	1	3	2	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
ORD	991	950	1,021	820	786	1,280	885	731	765	667	758	859	10,513
2022	168	217	238	166	183	471	465	370	382	343	410	444	3,857
Additional Information Required/Insufficient Information				1							1		2
Additional Information Required/Insufficient Information - EMAIL ONLY				1							1		2
Airline	1	1	1		1	1	2	2	3	1	1	1	15
Airline - Lost Baggage						1		1	2	1			5
Airline - Policy/Regulations/Service	1	1	1		1		2	1	1		1	1	10
Civil Rights	3	3	2		1	3	4	3	1	2	2		24
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1							1					2
Civil Rights - Profiling							1						1
Civil Rights - Race						3	2	2		2	2		11
Civil Rights - Racial Profiling or Discrimination	1	3	1		1								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening								1					1
Claims				1			1	1	1				4
Claims - General				1				1	1				3
Claims - Status							1						1
Customer Service	14	20	21	14	8	22	28	24	24	38	29	31	273
Customer Service - Others		1	1			1	1			1			5
Customer Service - TSO	14	19	20	14	8	21	27	24	24	37	29	31	268
Expedited Passenger Screening Program	125	162	163	124	150	421	396	311	329	277	349	389	3,196
Expedited Passenger Screening Program - Active Duty Military								1			1		2
Expedited Passenger Screening Program	3					1			2		2	1	9
Expedited Passenger Screening Program	7	26	10	6	10	10	13	10	11	6	6	14	129
Expedited Passenger Screening Program	114	135	153	118	140	410	383	300	316	270	340	374	3,053
Expedited Passenger Screening Program	1	1								1			3
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	1	1	2		1	7
Locks - Missing or Damaged Lock					1		1	1	1	2		1	7
Lost and Found		3		1		1	2	1	3	1	2	4	18
Lost and Found - Airport/TSA		3		1		1	2	1	3	1	2	4	18
Mishandling of Passenger Property	1		7	1	4	3	5	7	2	2	3	2	37
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--D	1		6	1	4	1	3	2	1	1	2		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	2					4
No Jurisdiction	2		4	2	2		4	1	1	3	4	2	25
No Jurisdiction - No Referral					1		1						2
No Jurisdiction - Refer to CBP	1		1				3			2	3	1	11
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2				1	1	1	1	1	11
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	1	6	5	3		1	1		1	1	3	3	25
Patdown - Flyer	1	5	5	3		1	1		1	1	3	3	24
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5	4	2	4	3	48
Persons w/ Disabilities (PWD) - Cancer (general) Not		1						1		1			3
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		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) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary		1	2		1			2	2	1	2		11
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1			1		1				1	4
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		1		3
Persons w/ Disabilities (PWD) - Respirato	2					1							3
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				1	1	5
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	9	4	13	9	4	6	8	6	3	6	2		70
Property - Special Handling - Damaged It	3	1	4	1		1	1						11
Property - Special Handling - Damaged It	1		2		1	1	1	1	1	2			10
Property - Special Handling - Missing Item	2	2	4	2	2	2		3	2	3	1		23
Property - Special Handling - Missing Item	3	1	3	6	1	2	6	2		1	1		26
Screening	4	10	13	8	7	9	11	8	9	8	10	8	105
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	2			2			2	2	2	13
Screening - International Screening												1	1
Screening - Lengthy Lines					1	2		4	3	1			11
Screening - Procedures/Process	3	9	11	6	6	5	5	2	6	5	7	5	70
Screening - Retrieving Abandoned/Confiscated Items						2	4	1			1		8
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2023	404	421	443	365	346	475	420	361	383	324	348	415	4,705
Additional Information Required/Insufficient Information	1											2	3
Additional Information Required/Insufficient Information - General	1											2	3
Airline	1	1	1	2	1	1			1	1	1	1	11
Airline - Lost Baggage		1		1					1		1	1	5
Airline - Policy/Regulations/Service	1		1	1	1	1				1			6
Cargo							1						1
Cargo - Known Shipper							1						1
Civil Rights	4	3	4	1	1	2	3	2	9	4	7	4	44
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified			1										1
Civil Rights - Perceived Religion				1	1			1			1		4
Civil Rights - Profiling									1				1
Civil Rights - Race	3	2	3			1	1	1	3	4	4	4	26
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity	1					1			2		1		5
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening		1							2				3
Claims				1			1						2
Claims - Status				1			1						2
Customer Service	16	20	32	15	25	24	29	25	21	21	40	26	294
Customer Service - Others			1				1						2
Customer Service - TCC			1										1
Customer Service - TSO	16	20	30	15	25	24	28	25	21	21	40	26	291
DHS TRIP											2	1	3
DHS TRIP - General											2	1	3
Expedited Passenger Screening Program	352	366	376	311	299	412	351	295	297	255	259	338	3,911
Expedited Passenger Screening Program - Active Duty Military			2						1	1			4
Expedited Passenger Screening Program - General	1	1			1		1		2	1			7
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA/DHS	7	9	5	4	7	4	5	6	6	5	4	1	63
Expedited Passenger Screening Program - TSA/DHS	344	355	369	307	291	407	345	288	288	248	255	337	3,834
Expedited Passenger Screening Program - TSA/DHS		1				1							2
Hazardous Materials Safety				1							1		2
Hazardous Materials Safety - General				1							1		2
Intranet/Internet Inquiries									1				1
Intranet/Internet Inquiries - General									1				1
Locks		1		3			1	3	2		3	1	14
Locks - General								1					1
Locks - Missing or Damaged Lock		1		3			1	2	2		3	1	13
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	7	3	2	6	3	7	6	7	7	5	6	9	68
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1	2	2	1	2	1	4	5	2	3	1	4	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	5	1	3	3	1	5	2	2	5	1	5	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1			2						1			4
No Jurisdiction		2	4	3	4	1	2	3	2	3	2	3	29
No Jurisdiction - No Referral				1	1			1	1				4
No Jurisdiction - Refer to CBP		1	2	2	2	1	1	2	1		1	2	15
No Jurisdiction - Refer to Other		1	2		1		1			3	1	1	10
Patdown	1	3	3	1	3	3	2		2	4	2	2	26
Patdown - Children						1							1
Patdown - Flyer	1	3	2	1	3	2	2		2	4	2	2	24
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	5	3		2	1	1	6	1	10	5	4	4	42
Persons w/ Disabilities (PWD) - Autism Spectrum						1					1		2
Persons w/ Disabilities (PWD) - Cancer (General)	1											1	2
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			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	1				1		1	1	1		3	2	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1				2
Persons w/ Disabilities (PWD) - Mobility (General)	1		1				2		1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1					2		1				4
Persons w/ Disabilities (PWD) - Visual Impairment										2			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									3	1		1	5
Property - Special Handling	2	7	2	4	1	6	6	8	8	7	4	5	60
Property - Special Handling - Damaged Items - Carry		1	1	1		1			1				5
Property - Special Handling - Damaged Items - Checked	1	2			1	1	2	1	2		2	1	13
Property - Special Handling - Missing Items	1	2				2	1	3	2	3		3	17
Property - Special Handling - Missing Items - Checked	2	1	3		2	3	4	4	4	3	2	1	25
Screening	14	12	18	15	7	17	12	17	22	17	18	17	186
Screening - Children		1											1
Screening - Crew Member or Airline Employee	1	1	2			1			1				6
Screening - Inconsistency		3	4	6	2		2	1	6	1	1	2	28
Screening - Lengthy Lines	1	1	2	1		2		1		2	6	3	19
Screening - Procedures/Process	11	5	9	6	5	13	9	15	14	14	10	11	122
Screening - Retrieving Abandoned/Confiscated	1	1	1	2		1	1		1		1	1	10
TWIC													1
TWIC - General													1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2024	419	312	340	289	257	334							1,951
Airline	1		2	1		1							5
Airline - Lost Baggage	1												1
Airline - Policy/Regulations/Service			2	1		1							4
Civil Rights	4	1	5	5	3	8							26
Civil Rights - Age		1				1							2
Civil Rights - National Origin					1	1							2
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion					1	1							2
Civil Rights - Profiling				1									1
Civil Rights - Race	2		3	2	1	3							11
Civil Rights - Screening of Religious Cultu	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Civil Rights - Sexual Orientation - Not Tra	1			1									2
Civil Rights - Transgender Screening			1	1									2
Claims	1		1										2
Claims - General			1										1
Claims - Status	1												1
Customer Service	25	20	28	29	18	24							144
Customer Service - Others			1			1							2
Customer Service - TCC			1										1
Customer Service - TSO	25	20	26	29	18	23							141
DHS TRIP					1	1							2
DHS TRIP - General					1	1							2
Expedited Passenger Screening Program	348	256	266	219	217	269							1,575
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1			1	1								3
Expedited Passenger Screening Program	3	8	13	8	4	5							41
Expedited Passenger Screening Program	343	247	252	210	212	263							1,527
Expedited Passenger Screening Program	1		1			1							3
Hazardous Materials Safety	1	1	1										3
Hazardous Materials Safety - General	1	1	1										3
Locks	1	1	1	2									5
Locks - Missing or Damaged Lock	1	1	1	2									5
Lost and Found	2	3	1		1								7
Lost and Found - Airport/TSA	2	3	1		1								7
Mishandling of Passenger Property	2	3	8	7	4	4							28
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	2							5
Mishandling of Passenger Property - Dam	2	2	5	5	2	2							18
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Item		1	1	1	1								4
No Jurisdiction	3	1	1	3	1	4							13
No Jurisdiction - No Referral	2		1			3							6
No Jurisdiction - Refer to CBP		1		2	1	1							5
No Jurisdiction - Refer to Other	1			1									2
Patdown	2	1	3	2		1							9
Patdown - Flyer	2	1	3	2		1							9
Persons w/ Disabilities (PWD)	5	5	7	4	1	9							31
Persons w/ Disabilities (PWD) - Autism Spectrum			2		1								3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1	1									2
Persons w/ Disabilities (PWD) - Diabetes	1			1		3							5
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General	1												1
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	1	1											2
Persons w/ Disabilities (PWD) - Mobility	1	1	1	1									4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesi	1					4							5
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2										3
Property - Special Handling	8	3	7	9	3	1							31
Property - Special Handling - Damaged It	3	1		1		1							6
Property - Special Handling - Damaged It	1		3	1	1								6
Property - Special Handling - Missing Item	3	2	3	2	2								12
Property - Special Handling - Missing Item	1		1	5									7
Screening	16	17	9	8	8	11							69
Screening - Children		1											1
Screening - Inconsistency	3	1		2	2	1							9
Screening - Lengthy Lines	1		2		1	5							9
Screening - Procedures/Process	12	13	7	5	4	5							46
Screening - Retrieving Abandoned/Confiscated Items		2		1	1								4
TWIC													1
TWIC - Status													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	77	104	112	70	80	95	74	98	71	80	107	67	1,035
2022	12	23	35	12	22	28	36	57	39	45	52	31	392
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		1					1		3
Civil Rights - Race											1		1
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	2	4	3	4	2	1	31
Customer Service - TSO	1	1	5	4	1	3	2	4	3	4	2	1	31
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45	31	35	39	27	298
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1	2		1	2	1	1	1				9
Expedited Passenger Screening Program - TSA Appl		5	1	1	1				1	1	1	2	13
Expedited Passenger Screening Program	9	12	18	5	15	17	29	44	28	32	38	25	272
Expedited Passenger Screening Program - TSA/DHS		1								2			3
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic			2										2
Locks											1		1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1		1				2		3	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	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1						2		4
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown			1					2		2	2		7
Patdown - Flyer			1					2		1	2		6
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)		1					1	1	1	1	1	1	7
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) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1							1		1		3
Property - Special Handling			1	1	1	2	1	2			1	1	10
Property - Special Handling - Damaged Items - Carry-On				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	1	1						4
Screening	1	2	4		2	3	1	3	2	2	3		23
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2										2
Screening - Military								1					1
Screening - Opposite Gender			1										1
Screening - Procedures/Process	1	2	1		2	2		2	2	2	3		17
2023	31	40	38	36	26	27	38	41	32	35	55	36	435
Airline		2								1			3
Airline - Policy/Regulations/Service		2								1			3
Civil Rights		1						1			1	1	4
Civil Rights - Race		1						1			1	1	4
Claims		1											1
Claims - General		1											1
Customer Service	5	4	1	3	1	1	1	3	4	3		4	30
Customer Service - TSO	5	4	1	3	1	1	1	3	4	3		4	30
Expedited Passenger Screening Program	17	24	31	27	20	21	33	34	22	26	43	24	322
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program	1		1				1	2	1	1			8
Expedited Passenger Screening Program - TSA Application Pro			3				2			1	1	1	8
Expedited Passenger Screening Program	16	24	27	26	20	21	30	31	21	24	42	23	305
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			3	3		2		1		1	5		16
Mishandling of Passenger Property - Damaged/Missii		2	1			2				1	2		8
Mishandling of Passenger Property - Damaged/Missii		1	2		1			1			3		8
Notice of Violation/Civil Penalties						1	1						2
Notice of Violation/Civil Penalties - General						1	1						2
Patdown	2	2		1	1			1		1	4	1	13
Patdown - Children											1		1
Patdown - Flyer	2	2		1	1			1		1	3	1	12
Persons w/ Disabilities (PWD)					1				3	1	1		8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							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) - Metal Implants (joint)					1				1				2
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	1		1		1	1		1		2	10
Property - Special Handling - Damaged Items	1	1										1	3
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 - Checke		1										1	2
Screening	5	1	2	5	1	2			3	1	1	4	25
Screening - Children	1												1
Screening - Inconsistency	2	1	1	1	1				1				7
Screening - Procedures/Process	2		1	4		2			2	1	1	3	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
2024	34	41	39	22	32	40							208
Airline			1										1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1			1		1							3
Civil Rights - Not Specified							1						1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening				1									1
Customer Service	3	6	2	2	3	7							23
Customer Service - TSO	3	6	2	2	3	7							23
Expedited Passenger Screening Program	26	28	30	19	26	25							154
Expedited Passenger Screening Program - DoD			1		1								2
Expedited Passenger Screening Program	2	1			1	1							5
Expedited Passenger Screening Program	24	27	29	19	24	24							147
Locks			1										2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	1		2			2							5
Mishandling of Passenger Property - Dam	1		1			1							3
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1							2
Patdown		1	2		1	1							5
Patdown - Flyer		1	2		1	1							5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Property - Special Handling	1	1	1		1	1							5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked			1		1	1							3
Property - Special Handling - Missing Items - Checke		1											1
Screening	2	4	1				2						9
Screening - Lengthy Lines													1
Screening - Military			1										1
Screening - Procedures/Process	2	4					1						7

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	8	4		3	9		2		1	1	2	34
2022	2	1	1		1	2				1	1	2	9
Civil Rights	1										1		2
Civil Rights - Headwear	1												1
Civil Rights - Race											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
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2023		3	1		1	3		2				2	12
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program			3		1	2		1				1	8
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreC			2		1	2		1				1	7
Screening				1									1
Screening - Procedures/Process				1									1
2024	2	4	2		1	4							13
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	2	4	2		1	3							12
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program	2	3	2		1	3							11

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	2	1			1	2	1	5	1	1	1	16
2022		1							4	1	1		7
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program			1						1	1			3
Expedited Passenger Screening Program - TSA PreC			1						1	1			3
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
2023						1	2	1	1			1	6
Expedited Passenger Screening Program						1		1	1			1	4
Expedited Passenger Screening Program - TSA PreCheck						1		1	1			1	4
Persons w/ Disabilities (PWD)							2						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
2024	1	1	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

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	1	1	1		2				9
2022				1			1		2				4
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
2023				1	1	1							3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown					1		1						2
Patdown - Flyer					1		1						2
2024			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

TSA Contact Center Traveler Complaints Report

Categories	10-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					1	2
2022												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2023							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	9	5	7	10	8	12	7	7	5	5	9	11	95
2022	1		4	1	1	1	3	5	3	4	6	4	33
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	2	2	3	21
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	1	2	3	20
Patdown			2							2	1		5
Patdown - Flyer			2							2	1		5
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 - Carry-On											1		1
Screening									2		1	1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process									2		1		3
2023	2	2	2	4	4	9	4	2	2	1	3	7	42
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2	4	32
Expedited Passenger Screening Program	1	2	2	4	3	8	3	2	1		2	4	32
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) - Autism Spectrum										1			1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1								1			2	4
Screening - Crew Member or Airline Employee												1	1
Screening - Procedures/Process	1								1			1	3
2024	6	3	1	5	3	2							20
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	5	2	1	4	1	1							14
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	5	2	1	3	1	1							13
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					1								1
Screening		1											1
Screening - Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1				2		1			1	2	8
2022		1				1					1	2	5
Expedited Passenger Screening Program		1									1	2	4
Expedited Passenger Screening Program - TSA PreC			1								1	2	4
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
2023	1							1					2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Screening	1												1
Screening - Crew Member or Airline Empl		1											1
2024							1						1
Patdown							1						1
Patdown - Flyer							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	2		1		4	1						12
2022		1					1						2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Screening			1										1
Screening - Procedures/Process			1										1
2023	3	1				4							8
Expedited Passenger Screening Program	3	1				4							8
Expedited Passenger Screening Program	3	1				4							8
2024	1			1									2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	111	184	200	175	178	258	140	119	106	88	80	93	1,732
2022	30	50	75	31	48	94	75	61	55	39	40	45	643
Civil Rights				1	1	1	1				1	1	6
Civil Rights - Age					1	1							2
Civil Rights - National Origin												1	1
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	5	8	7	5	3	6	7	4	8			6	59
Customer Service - CSM		1											1
Customer Service - TSO	5	7	7	5	3	6	7	4	8			6	58
Expedited Passenger Screening Program	22	39	58	20	36	75	59	53	36	32	35	33	498
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Appl		1	7	1	1	1	2	3	4	1	1	1	23
Expedited Passenger Screening Program	22	38	51	19	35	72	57	50	31	31	34	32	472
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		1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--C				1					1		1	1	4
No Jurisdiction		1				1			1				3
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1							1				2
Patdown					1	1			2	1			5
Patdown - Flyer					1	1			2	1			5
Persons w/ Disabilities (PWD)		1	3	1		1		1	1			1	9
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment													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 Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	3		4	3	4	4	2	1		3	2	2	28
Property - Special Handling - Damaged It	1		1		2	2	2			2			10
Property - Special Handling - Damaged It	1		2	1	1							2	7
Property - Special Handling - Missing Item	1			1		1					1		4
Property - Special Handling - Missing Items - Checked			1	1	1	1		1		1	1		7
Screening		1		1	3	5	6	2	6	3	1	1	29
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency						3	1			1	1		7
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process		1			2	2	3	2	4	2		1	17
Screening - Retrieving Abandoned/Confiscated Items							2						2
2023	36	78	72	73	73	86	65	58	51	49	40	48	729
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		2				1	2	1	2	1			9
Civil Rights - Age							1						1
Civil Rights - Perceived Religion								1					1
Civil Rights - Race			1				1						2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1				1		1					3
Civil Rights - Transgender Screening							1		1				2
Claims				1									1
Claims - Status				1									1
Customer Service	4	6	6	5	6	7	8	6	6	3	5	3	65
Customer Service - TSO	4	6	6	5	6	7	8	6	6	3	5	3	65
Expedited Passenger Screening Program	27	62	55	62	53	67	45	41	40	37	31	42	562
Expedited Passenger Screening Program - Known Crew Membe				1									1
Expedited Passenger Screening Program - TSA Appl		3	1			2	1	1			2		10
Expedited Passenger Screening Program	27	59	53	62	53	64	44	40	40	37	28	42	549
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1					1		2
Locks						1							2
Locks - Missing or Damaged Lock						1							2
Mishandling of Passenger Property			3	3		2	1	1		2	1		13
Mishandling of Passenger Property - Damaged/Missii			1	2			1			1			5
Mishandling of Passenger Property - Damaged/Missii			1	1		2		1		1	1		7
Mishandling of Passenger Property - Disarrayed Item			1										1
No Jurisdiction				1				1					2
No Jurisdiction - Refer to Other				1				1					2
Patdown	1		2	1					1		1		6
Patdown - Flyer	1		2	1					1		1		6
Persons w/ Disabilities (PWD)		2	1			1	4	3	1	2	2	1	17
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Diabetes						1	1		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					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Visual Impairment		1							1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				2							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	2		2	2	1		1	3	1	1	2		15
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Carry-On				2	1			3	1				7
Property - Special Handling - Missing Item	2		1				1			1	1		6
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	2	3	2	1	8	4	4	4	1	3		3	35
Screening - Inconsistency		1					1			1			3
Screening - Lengthy Lines					1		1						2
Screening - Opposite Gender					1				1				2
Screening - Procedures/Process	2	2	2	1	6	3	2	4		2		3	27
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	45	56	53	71	57	78							360
Civil Rights	1		1	2	1	3							8
Civil Rights - National Origin						1							1
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1	1	1							4
Civil Rights - Transgender Screening	1			1									2
Customer Service	1	6	4	10	8	11							40
Customer Service - CSM	1												1
Customer Service - Others			1										1
Customer Service - TSO		6	3	10	8	11							38
Expedited Passenger Screening Program	39	45	41	53	45	55							278
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	1	1	2		1	3							8
Expedited Passenger Screening Program	37	44	39	53	43	51							267
Expedited Passenger Screening Program	1				1								2
Locks													1
Locks - Missing or Damaged Lock													1
Lost and Found													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
Patdown	2	2			1	4							9
Patdown - Children						1							1
Patdown - Flyer	2	2			1	3							8
Persons w/ Disabilities (PWD)		1		2	1	2							6
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				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									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	1	1	1	1									4
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	1	1	4	2	1	1							10
Screening - Inconsistency						1							1
Screening - Procedures/Process		1	4	2	1								8
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	345	273	284	236	201	290	241	223	232	204	237	220	2,986
2022	57	63	75	57	42	79	102	115	126	102	116	127	1,061
Airline						1						1	2
Airline - Policy/Regulations/Service						1							1
Airline - Wheelchair Assistance												1	1
Civil Rights	4	1	6	2	2		4	2	2	3	1		27
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear			2										2
Civil Rights - National Origin								1					1
Civil Rights - Race							2	1	1	1			5
Civil Rights - Racial Profiling or Discrimination	4	1	2	1	1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	2		1	1			5
Civil Rights - Transgender Screening			2	1							1		4
Claims				2									2
Claims - General				2									2
Customer Service	7	8	9	7	5	8	5	2	11	12	7	12	93
Customer Service - TCC						1							1
Customer Service - TSO	7	8	9	7	5	7	5	2	11	12	7	12	92
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	35	42	44	34	32	63	81	99	101	71	92	105	799
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	8	5	3	2			5	4	2	3	7	40
Expedited Passenger Screening Program	34	34	39	31	30	62	81	94	97	69	89	98	758
Human Capital	1												1
Human Capital - Current Employee	1												1
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	2			3	2	1		4	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2			1	1	1		3	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction				2		1			1				4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other				2		1							3
Patdown	2	2			1	1	2	1	3	3	3	1	19
Patdown - Children										1			1
Patdown - Flyer	2	2				1	2	1	2	2	3	1	16
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3	6	2	1	1	4	2		3		2	26
Persons w/ Disabilities (PWD) - Diabetes	1		1				1	1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M			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	1	1	1							1		1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1		1				3
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			1		1				4
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	1	1	1	3	3		24
Property - Special Handling - Damaged Items - Carry		1	2	2			1		1	3	1		11
Property - Special Handling - Damaged It	2					1		1					4
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Item	1	3	1			1					1		7
Screening	3	3	5	4		2		4	6	7	6	5	45
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1						2	1		2		6
Screening - Lengthy Lines			1			1		1	3	1			7
Screening - Procedures/Process	3	2	3	4		1		1	2	6	4	5	31
2023	147	129	120	102	87	115	139	108	106	102	121	93	1,369
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Civil Rights	2		3		1		1	1		2	3	1	14
Civil Rights - Age			1							1	1		3
Civil Rights - Hair Patdowns	1												1
Civil Rights - National Origin							1						1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race			2					1				1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1	1		2
Customer Service	6	14	7	7	4	5	11	12	5	4	14	12	101
Customer Service - TCC											1		1
Customer Service - TSO	6	14	7	7	4	5	11	12	5	4	13	12	100
Expedited Passenger Screening Program	120	99	89	87	66	99	107	81	85	79	87	71	1,070
Expedited Passenger Screening Program - DoD		1										1	2
Expedited Passenger Screening Program	2	2	4	3	2	1	4	2	3	2		2	27
Expedited Passenger Screening Program	118	96	85	84	64	98	103	79	82	77	87	68	1,041
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 - 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			2
Lost and Found - Airport/TSA									1	1			2
Mishandling of Passenger Property		3	1	2	2	3	1	5	2	2	4		26
Mishandling of Passenger Property - Damaged		1			1	1	1	4		2	4		15
Mishandling of Passenger Property - Damaged/Missing		2		2	1	1		1	1				8
Mishandling of Passenger Property - Damaged/Missing			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
No Jurisdiction									1		1		3
No Jurisdiction - Refer to Other									1		1		3
Patdown		4	2	1	2	3	1	2	3	3	3	3	27
Patdown - Flyer		4	2	1	2	3	1	1	3	3	2	2	24
Patdown - Flyer as Observer								1				1	2
Patdown - General											1		1
Persons w/ Disabilities (PWD)		2	2	3	1	2	4	4	1	2		2	25
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1				1		3
Persons w/ Disabilities (PWD) - Medically Necessary			1	1			2	1	1	1			7
Persons w/ Disabilities (PWD) - Mobility [1			1								3
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					3
Property - Special Handling		2	4	4	1	2	1	2	3	3		2	25
Property - Special Handling - Damaged Items		1	1	1	1				2	1			7
Property - Special Handling - Damaged Items - Checked			3										3
Property - Special Handling - Missing Items		1			2			1			2		7
Property - Special Handling - Missing Items - Checked				1		1	1	1	1	2			8
Request for Assistance													1
Request for Assistance - Other													1
Screening		7	7	9	2	6	4	5	3	5	8	10	69
Screening - Crew Member or Airline Employee		1										1	2
Screening - Inconsistency			1			2	1				1	1	6
Screening - Lengthy Lines				2		1	1	1		1	1	1	8
Screening - Procedures/Process		6	6	6	2	2	2	4	2	4	6	6	49
Screening - Retrieving Abandoned/Confiscated Items				1					1			1	3
Screening - Security Breach						1							1
2024	141	81	89	77	72	96							556
Civil Rights		2		1	1	1	3						8
Civil Rights - Age							1						1
Civil Rights - National Origin							1						1
Civil Rights - Race		1		1									2
Civil Rights - Transgender Screening		1			1		2						4
Customer Service		14	5	10	3	7	4						43
Customer Service - TCC		1											1
Customer Service - TSO		13	5	10	3	7	4						42
Expedited Passenger Screening Program		107	63	66	64	54	75						429
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA/DHS Employee		2	1	4	2		1						10
Expedited Passenger Screening Program - TSA/DHS Employee		105	62	60	62	54	74						417
Expedited Passenger Screening Program - TSA/DHS Employee				1									1
Locks					1								1
Locks - General					1								1
Mishandling of Passenger Property		7	3	1	1	4							16
Mishandling of Passenger Property - Damaged		3	2			4							9
Mishandling of Passenger Property - Damaged/Missing		3	1	1									5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified					1								1
Mishandling of Passenger Property - Disarrayed		1											1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown		1		5		2	3						11
Patdown - Children						1							1
Patdown - Flyer		1		5		1	3						10
Persons w/ Disabilities (PWD)		2			1	1	4						8
Persons w/ Disabilities (PWD) - Autism Spectrum							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1		1						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy		1											1
Persons w/ Disabilities (PWD) - Respiratory		1											1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Property - Special Handling		3	5	2	1	2	1						14
Property - Special Handling - Damaged Items		2	2		1		1						6
Property - Special Handling - Damaged Items - Checked		1	1			1							3
Property - Special Handling - Missing Items - Carry-on			1	2		1							4
Property - Special Handling - Missing Items - Checked			1										1
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening		5	5	4	4		6						24
Screening - Inconsistency					1		1						2
Screening - Lengthy Lines			1	3									4

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	3	1	2		3							14
Screening - Retrieving Abandoned/Confiscated Items				1		2							3
Screening - Security Breach		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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		2						1	1	5
2022					1						1		2
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program - TSA PreCheck						1					1		2
2023			1		1							1	3
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	26	26	25	24	32	38	26	22	13	12	12	11	267
2022	7	7	6	7	8	13	8	13	8	6	6	6	95
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or Discrimination	1				2								3
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
Expedited Passenger Screening Program	4	5	5	3	6	11	6	11	6	5	5	5	72
Expedited Passenger Screening Program - TSA Applied	2					1						1	4
Expedited Passenger Screening Program - TSA Applied	2	5	5	3	6	10	6	11	6	5	5	4	68
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	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					2			1	6
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process	1	1							2			1	5
2023	6	7	8	8	11	14	18	9	5	6	6	5	103
Civil Rights		1									1		2
Civil Rights - Race											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	6	6	6	7	10	10	15	6	3	5	5	5	84
Expedited Passenger Screening Program - TSA Applied		1			1								2
Expedited Passenger Screening Program - TSA Applied	6	5	6	7	9	10	15	6	3	5	5	5	82
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	1						3
Patdown - Flyer					1	1	1						3
Persons w/ Disabilities (PWD)							1	2		1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1	1					2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2024	13	12	11	9	13	11							69
Customer Service			1		2								3
Customer Service - Others					1								1
Customer Service - TSO			1		1								2
Expedited Passenger Screening Program	12	9	7	5	9	10							52
Expedited Passenger Screening Program - TSA Applied	12	9	7	5	9	10							52
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1											1
Patdown	1	1											2
Patdown - Children	1												1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening		1	1	3	2	1							8
Screening - Children				1									1
Screening - Gate Pass						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1	1	2	1								5

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	4	2	4	1	2		2	3	2	2		23
2022	1	2	1	1		1		1	3	1			11
Expedited Passenger Screening Program		2				1			2				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		1					1		2				4
Human Capital									1				1
Human Capital - Prospective Employment with 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								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
2023			1	1	1	1		1		1	2		8
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
Screening								1			2		3
Screening - Inconsistency											1		1
Screening - Procedures/Process								1			1		2
2024			1	1	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 - Disarrayed Item			1										1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	3	4	6	3	3	4	1	1	2	1	3	33
2022	1	2	2	2	1	1			1	2		3	12
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2023			1	3	1		4	1			1	3	14
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1	2			4	1				2	10
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck				2			4	1				2	9
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Screening					1								2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process					1								1
2024	1	1	1	1	1	2							7
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
Expedited Passenger Screening Program - TSA PreC		1	1			2							4
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	574	515	531	478	528	643	417	401	399	359	384	399	5,628
2022	114	128	140	103	145	183	197	185	201	170	208	203	1,977
Airline							2	1		1	2		6
Airline - Baggage Requirements											1		1
Airline - Policy/Regulations/Service							2	1		1	1		5
Civil Rights	2	1	1		4		1	1		2	1	2	15
Civil Rights - Perceived Religion							1						1
Civil Rights - Race								1		1			3
Civil Rights - Racial Profiling or Discrimination	2	1			3								6
Civil Rights - Transgender Screening			1		1					1	1	1	5
Customer Service	19	12	6	6	12	9	12	19	18	20	15	13	161
Customer Service - TCC													1
Customer Service - TSO	19	12	6	6	12	9	12	19	18	20	15	12	160
Expedited Passenger Screening Program	77	95	124	85	118	154	156	144	161	115	167	163	1,559
Expedited Passenger Screening Program - Active Duty Military				2						1	1	1	5
Expedited Passenger Screening Program - DoD		1	1		1	1		1					5
Expedited Passenger Screening Program - Other	6	12	12	4	6	3	5	6	5	3	8	14	84
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	82	111	79	111	148	149	136	156	111	158	148	1,460
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						2	2	1					5
Locks						1	1		2	1	1	1	7
Locks - Missing or Damaged Lock						1	1		2	1	1	1	7
Lost and Found					1	1			1				3
Lost and Found - Airport/TSA					1	1			1				3
Mishandling of Passenger Property		2	1	1			2	3	3	3	5	5	25
Mishandling of Passenger Property - Damaged/Missing		2	1				1			1	2	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1	3	3	1	3	2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage										1			1
No Jurisdiction				1			4				1	1	7
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP							2					1	3
No Jurisdiction - Refer to Other				1			2						3
Patdown	3	2	1		2	2	2	1		4	2	2	21
Patdown - Flyer	3	1	1		2	2	1	1		4	2	2	19
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3	4	2	4	5	2	2	29
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1				1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				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			1			3
Persons w/ Disabilities (PWD) - Medically Necessary	1					2	1	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) - Prosthesis/Amputees and Casts								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	1					1						1	3
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	5	5	3	7	3	1	50
Property - Special Handling - Damaged Items	1	2	1	1		1		2	1	2	3		14
Property - Special Handling - Damaged Items - Checked Baggage	3			1	2			1					7
Property - Special Handling - Missing Items	1	3	1		1	1	2	1		3		1	14
Property - Special Handling - Missing Items - Checked Baggage		1		2	2	2	3	1	2	2			15
Screening	2	8	4	4	3	9	8	9	9	12	9	13	90
Screening - Inconsistency	1	1	2				4	1	1	2	1	4	17
Screening - Lengthy Lines							2	2	2	2			10
Screening - Procedures/Process	1	7	2	4	3	8	2	5	6	8	6	7	59
Screening - Retrieving Abandoned/Confiscated Items						1		1			2		4
2023	246	209	192	192	213	270	220	216	198	189	176	196	2,517
Airline	1						1	1		2	1		6
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service	1						1	1			1		4
Airline - Wheelchair Assistance										1			1
Civil Rights	1	1	5	4	1	1	6	5	3		1	1	29
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - National Origin				1									1
Civil Rights - Not Specified									1				1
Civil Rights - Race	1	1	2	2	1	1	4	2			1		15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							2	3	2			1	8
Civil Rights - Transgender Screening			2										2
Claims	1												1
Claims - Status	1												1
Customer Service	11	13	11	13	15	17	14	15	21	29	17	19	195
Customer Service - TCC										1			1
Customer Service - TSO	11	13	11	13	15	17	14	15	21	28	17	19	194
Expedited Passenger Screening Program	205	175	159	148	175	227	170	172	145	124	128	153	1,981
Expedited Passenger Screening Program - Active Duty Military	1	1			3		1	3					9
Expedited Passenger Screening Program - Other	10	9	2	1	6	2	1	2		1	4	6	44
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	194	165	157	147	166	225	168	166	145	123	124	147	1,927
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
HAZMAT Endorsement	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
HAZMAT Endorsement - General	1												1
Locks	1	2	1	1	1	1				1			8
Locks - Missing or Damaged Lock	1	2	1	1	1	1				1			8
Lost and Found	2				1			1	1			1	6
Lost and Found - Airport/TSA	2				1			1	1			1	6
Mishandling of Passenger Property	1	4	3	4	3	5	5	2	1	7	2	1	38
Mishandling of Passenger Property - Damaged/Missin	1	1	1	3	1	3	3			2	2		16
Mishandling of Passenger Property - Dam	1	2	2	1	2	1	2	2	1	4		1	19
Mishandling of Passenger Property - Disarrayed Item	1					1				1			3
No Jurisdiction	1	2	1	2					1	3	2	4	16
No Jurisdiction - No Referral		1							1		1		3
No Jurisdiction - Refer to CBP	1			2						1	1	2	7
No Jurisdiction - Refer to Other		1	1							2		2	6
Ombudsman							1						1
Ombudsman - General							1						1
Patdown	5	3	1	2	10	3	7	3	8	2	6	4	54
Patdown - Children									1		1		2
Patdown - Flyer	5	3	1	1	9	3	6	3	7	2	4	4	48
Patdown - Flyer as Observer				1							1		2
Patdown - General					1								1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	1		2		1	3	6	2	1	3	2	3	24
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1					1		3
Persons w/ Disabilities (PWD) - Diabetes							1			2		1	4
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	1										1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	3	1					5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		2						3
Property - Special Handling	4	3		6	2	4	4	8	3	6	4	4	48
Property - Special Handling - Damaged It	3	1					1	3	2		3	2	15
Property - Special Handling - Damaged Items - Checked					1	1	2	3					7
Property - Special Handling - Missing Item	1	2		3	1	1	1	2		6	1		17
Property - Special Handling - Missing Items - Checked				3	1	2			1			2	9
Request for Assistance										1	2		3
Request for Assistance - Other										1	2		3
Screening	11	6	9	12	4	9	6	7	14	11	11	6	106
Screening - Crew Member or Airline Employee			1	1	1								3
Screening - Inconsistency	1	1	1	2	1	2	1	1	2	2	2	1	17
Screening - International Screening			1										1
Screening - Lengthy Lines	2		1	2					2	2	1	1	11
Screening - Procedures/Process	7	5	5	6	2	7	5	6	9	7	7	4	70
Screening - Retrieving Abandoned/Confis	1			1					1		1		4
2024	214	178	199	183	170	190							1,134
Airline		3		2	1								6
Airline - Policy/Regulations/Service		3		2	1								6
Civil Rights	1	2	3	2	2	2							12
Civil Rights - Age						1							1
Civil Rights - Profiling			1										1
Civil Rights - Race	1	1	2		2	1							7
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											1
Claims				1									1
Claims - General				1									1
Customer Service	11	16	29	28	12	20							116
Customer Service - TCC					1								1
Customer Service - TSO	11	16	29	28	11	20							115
Expedited Passenger Screening Program	178	139	143	131	141	143							875
Expedited Passenger Screening Program	1					1							2
Expedited Passenger Screening Program	6	4	6	4	5	9							34
Expedited Passenger Screening Program	171	135	137	127	136	133							839
Locks	3			2	1								6
Locks - General	1												1
Locks - Missing or Damaged Lock	2			2	1								5
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4	4	4	4	3	4							23
Mishandling of Passenger Property - Dam	2	2	2	3		3							12
Mishandling of Passenger Property - Dam	2	1	1		2	1							7
Mishandling of Passenger Property - Damaged/Missin		1	1	1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1	1	1			2							5
No Jurisdiction - No Referral			1			2							3
No Jurisdiction - Refer to Other	1	1											2
Patdown	4	4	3	2	1								14
Patdown - Children		1	1										2
Patdown - Flyer	4	3	1	2	1								11
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	3	2	1	2	4							14
Persons w/ Disabilities (PWD) - Autism Spectrum			1		1	1							3
Persons w/ Disabilities (PWD) - General		1	1										2
Persons w/ Disabilities (PWD) - Medical [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
Persons w/ Disabilities (PWD) - Mobility	1			1	1	1							4
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2							2
Property - Special Handling	1	2	3	2	1	6							15
Property - Special Handling - Damaged Items	1		1		1								3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-C		1		1		4							6
Property - Special Handling - Missing Items - Checked		1	1	1		2							5
Screening	8	4	10	8	6	9							45
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1		2	1									4
Screening - International Screening						1							1
Screening - Lengthy Lines	2		4	2		2							10
Screening - Procedures/Process	4	4	4	5	5	7							29
SIDA (Security Identification Display Area)			1										1
SIDA (Security Identification Display Area) - General			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	637	616	655	562	543	690	487	485	427	365	361	463	6,291
2022	146	171	174	158	162	246	220	229	206	174	177	218	2,281
Additional Information Required/Insufficient Information	1				1							2	4
Additional Information Required/Insufficient Information - Airline	1				1							2	4
Airline	1		1	1	1		3		2		1		10
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service	1		1	1	1		3				1		8
Airline - Wheelchair Assistance									1				1
Civil Rights	4	6	1	2	2	1	1	1	4	5	2	3	32
Civil Rights - Age				1		1							2
Civil Rights - Constitutional Rights										2			2
Civil Rights - Headwear		1											1
Civil Rights - Perceived Religion						1				1			2
Civil Rights - Race								1	1	2	1	1	6
Civil Rights - Racial Profiling or Discrimination	3	5		1	1								10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									3		1	1	5
Civil Rights - Sexual Orientation - Not Transgender							1					1	2
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30	19	24	22	26	11	26	273
Customer Service - CSM													1
Customer Service - Others	1												1
Customer Service - TCC				2							1		3
Customer Service - TSO	28	21	35	15	13	30	19	24	22	26	10	24	267
DHS TRIP												1	2
DHS TRIP - General											1	1	2
Expedited Passenger Screening Program	86	112	103	102	116	168	155	167	149	111	130	152	1,551
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1			1	1	2	1					6
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - Other	4	16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	82	95	88	99	109	161	143	158	141	99	122	144	1,441
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domestic	1			1		1							3
Locks	1		1	1	1	1	1						6
Locks - General							1						1
Locks - Missing or Damaged Lock	1		1	1	1	1							5
Lost and Found		2		3	1	2		1		2	1		12
Lost and Found - Airport/TSA		2		3	1	2		1		2	1		12
Mishandling of Passenger Property	2	4	1	1	1	2	6	6	2	7	6	6	43
Mishandling of Passenger Property - Damaged/Missing	1	1				2	5	2	2	1	3	1	15
Mishandling of Passenger Property - Damaged/Missing - Checked	1	3	1	1	1	2	2	1		5	3	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2		2		2	2	8
No Jurisdiction				1		1	1	1				3	6
No Jurisdiction - No Referral							1					1	2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1						2	3
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		3	1	1	1	3	6	3	5	3	4	3	33
Patdown - Flyer		2	1	1	1	3	5	2	5	3	3	3	29
Patdown - Flyer as Observer		1					1				1		3
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5	2	4	3	4	57
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1	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						2	1			1			4
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1						1	1	1			4
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Internal Medical	1												1
Persons w/ Disabilities (PWD) - Medically	3	2	1	1			2	1		1	1	2	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1			1	1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prostheses	1	1			1	1			1	1			7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1						1	2
Persons w/ Disabilities (PWD) - Visual Impairment						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2	1			2					1		6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and	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	7	10	7	9	4	8	112
Property - Special Handling - Damaged Item	2	1	3	4	1	4	1	2	1	2	2		23
Property - Special Handling - Damaged Item - Checked	1	2	4		2	4		3	2	1	2	3	24
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3	1	3		2	35
Property - Special Handling - Missing Item - Checked	3	1	1		3	6	5	2	3	3		3	30
Screening	6	8	8	16	12	11	13	10	13	7	14	10	128
Screening - Children									1		1		2
Screening - Crew Member or Airline Employee							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency			1	1	2	1	3	1	3	1	1	4	18
Screening - Lengthy Lines			1			1		3	1		1		7
Screening - Procedures/Process	6	7	6	14	10	8	7	5	7	6	10	6	92
Screening - Retrieving Abandoned/Confiscated Items						1	2	1	1		1		6
Screening - Security Breach			1	1									2
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2023	222	235	241	225	201	230	267	256	221	191	184	245	2,718
Additional Information Required/Insufficient Information	1										1		2
Additional Information Required/Insufficient Information - Airline	1										1		2
Airline			1	1			1				1		4
Airline - Baggage Requirements							1						1
Airline - Policy/Regulations/Service				1							1		2
Airline - Positive Bag Match Program			1										1
Civil Rights	1	1	2	1	2	4	1	2	5	4	3	4	30
Civil Rights - Age								1	1	1			3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Headwear					1								1
Civil Rights - National Origin		1									1		2
Civil Rights - Perceived Religion										1		1	2
Civil Rights - Race	1		1		1	3			3	2	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1		1	1	1				2	7
Civil Rights - Transgender Screening											1		1
Claims			1								1		2
Claims - General			1										1
Claims - Status											1		1
Customer Service	23	24	27	18	23	27	33	28	18	18	22	27	288
Customer Service - Others							1	1	1				3
Customer Service - TCC								1					1
Customer Service - TSO	23	24	27	18	23	27	32	26	17	18	22	27	284
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	147	175	160	158	136	153	174	160	150	123	111	162	1,809
Expedited Passenger Screening Program - Children Under 12							1						1
Expedited Passenger Screening Program - DoD		1								1		1	3
Expedited Passenger Screening Program - General	9	7	5	5	5	3	4	5	4	3	3	3	56
Expedited Passenger Screening Program - Non-DoD	137	167	155	152	130	150	169	154	146	118	108	158	1,744
Expedited Passenger Screening Program - Other	1			1	1			1		1			5
Hazardous Materials Safety						1	1			1			3
Hazardous Materials Safety - General						1	1			1			3
Locks	2		2		2		1	4	1	1	1		14
Locks - General	1		1							1			3
Locks - Missing or Damaged Lock	1		1		2		1	4	1				11
Lost and Found	1		1					3	2		3	1	11
Lost and Found - Airport/TSA	1		1					3	2		3	1	11
Mishandling of Passenger Property	4	7	8	5	3	6	8	10	7	6	6	6	76
Mishandling of Passenger Property - Damaged Item	2	5	4	2	2	3	4	4	1	5	2	3	35
Mishandling of Passenger Property - Damaged Item - Other	2	1	2	3	1	3	3	6	5	1	3	2	32
Mishandling of Passenger Property - Disarrayed Item		1	2	2			1		1		1	1	9
No Jurisdiction		1	1	1		1	1		1	1			7
No Jurisdiction - No Referral								1		1			2
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other		1		1		1				1			4
Ombudsman								1					1
Ombudsman - General								1					1
Patdown	3	5	2	6	6	2	5	6	5	5	8	8	61
Patdown - Children			1			1				2	1		5
Patdown - Flyer	2	5	1	6	6	1	5	6	3	3	5	7	50
Patdown - Flyer as Observer	1								2		2		5
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	5	6	8	2	4	4	13	8	7	3	5	8	73
Persons w/ Disabilities (PWD) - Autism Spectrum			1			2	2				1		6
Persons w/ Disabilities (PWD) - Breast Cancer	1							1					2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive	1	1									1		4
Persons w/ Disabilities (PWD) - Diabetes					1	1	1					1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1						1					2
Persons w/ Disabilities (PWD) - General	1										2		3
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 - At Risk		1						3					4
Persons w/ Disabilities (PWD) - Medically Fragile	1	1	2	1	1		3	1	3			2	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1				2	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2				1		1	1		3	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1		1		1						4
Persons w/ Disabilities (PWD) - Touch and Feel	1												1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1	3	2	2	1	1		11
Property - Special Handling	5	6	6	11	7	9	6	13	12	8	5	10	98
Property - Special Handling - Damaged Items - Carry On	2	2	2	3	2	4	4	2	2	3		2	26
Property - Special Handling - Damaged Items - Checked	3	1		2	1	1	1	1	1		4	1	16
Property - Special Handling - Missing Items	1		3	5	3	3	1	5	3	2	1	5	32
Property - Special Handling - Missing Items - Checked	1	3	1	1	1	1		5	6	3		2	24
Request for Assistance	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
Request for Assistance - Other		1	1						1				3
Screening	29	9	22	22	18	23	23	20	12	21	17	19	235
Screening - Children										1			1
Screening - Crew Member or Airline Employee	2		6	4		1		1			1		15
Screening - Inconsistency	6	3	1	6	3	3	4	1	1	2	3	2	35
Screening - Lengthy Lines	1			1	1	2	1	2	1	1	2	2	14
Screening - Procedures/Process	18	5	14	11	11	16	18	15	10	17	11	15	161
Screening - Retrieving Abandoned/Confiscated	2	1	1		3	1							8
Screening - Traveling with Cash								1					1
2024	269	210	240	179	180	214							1,292
Airline				1	1								2
Airline - Policy/Regulations/Service				1									1
Airline - Positive Bag Match Program				1									1
Civil Rights	3	1	2	5	3	4							18
Civil Rights - Age		1	1										2
Civil Rights - Perceived Religion						1							1
Civil Rights - Profiling						1							1
Civil Rights - Race				3		1							4
Civil Rights - Sex/Gender/Gender Identity	2			1	1	3							7
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	1		1										2
Claims							1						1
Claims - General							1						1
Customer Service	14	21	41	34	33	28							171
Customer Service - Others			1										1
Customer Service - TCC				2									2
Customer Service - TSO	14	21	40	32	33	28							168
Expedited Passenger Screening Program	196	136	149	104	111	135							831
Expedited Passenger Screening Program - Known Crew Member	1												1
Expedited Passenger Screening Program - Known Crew Member				2									2
Expedited Passenger Screening Program - TSA/DHS	2	3	3	3	2	2							15
Expedited Passenger Screening Program - TSA/DHS	193	132	146	99	109	133							812
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks			3	2		1							6
Locks - General			1										1
Locks - Missing or Damaged Lock			2	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	7	6	12	2	8	7							42
Mishandling of Passenger Property - Damaged	3	1	4		4	3							15
Mishandling of Passenger Property - Damaged	3	4	7	1	4	4							23
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disassembled	1	1		1									3
No Jurisdiction	1	1	1	1	2	1							7
No Jurisdiction - No Referral				1	2	1							4
No Jurisdiction - Refer to CBP		1	1										2
No Jurisdiction - Refer to Other	1												1
Patdown	7	5	7	6	5	4							34
Patdown - Children	1												1
Patdown - Flyer	5	5	7	5	5	4							31
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	6	12	5	4	7	8							42
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1									3
Persons w/ Disabilities (PWD) - Cancer (Genetic)	1					1							2
Persons w/ Disabilities (PWD) - Diabetes	1	1	1	1	1	3							8
Persons w/ Disabilities (PWD) - General		2				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 - At		1		1	1								3
Persons w/ Disabilities (PWD) - Medically Necessary		3	1										4
Persons w/ Disabilities (PWD) - Metal Implants (Joint)		1	1										2
Persons w/ Disabilities (PWD) - Mobility [Cane]	3	2		1	2	2							10
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	1	1					1						3
Property - Special Handling	7	11	8	12	6	10							54
Property - Special Handling - Damaged Items	2	4	1	4	1	1							13
Property - Special Handling - Damaged Items	3	1	1	3	1	2							11
Property - Special Handling - Missing Items	1	1	1	3	4	2							12
Property - Special Handling - Missing Items	1	5	5	2		5							18
Screening	27	17	10	7	5	13							79
Screening - Children		1											1
Screening - Crew Member or Airline Employee	3		1		1								5
Screening - Inconsistency	3	4	1	1		2							11
Screening - Lengthy Lines	3	1	1				2						7
Screening - Procedures/Process	17	11	6	6	3	8							51
Screening - Retrieving Abandoned/Confiscated	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
PIA	9	8	5	13	9	13	2	7	6	7	2	8	89
2022	2	1	1	5	4	2		1	2	2		5	25
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3	2		1	2	1			19
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	1	1		4	3	2		1	1	1			17
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening										1			2
Screening - Procedures/Process													1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	4	4	2	4	4	1	2	6	4	5	2	3	41
Civil Rights												1	1
Civil Rights - Transgender Screening												1	1
Customer Service								1	2				4
Customer Service - TSO								1	2				4
Expedited Passenger Screening Program	3	4	2	3	4	1	1	4	2	5	1	2	32
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	3	4	2	2	4	1	1	3	2	5	1	2	30
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) - Ostomy/Ostomates								1					1
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items	1			1									2
2024	3	3	2	4	1	10							23
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	2	3	1	9							19
Expedited Passenger Screening Program - TSA Appl				1									1
Expedited Passenger Screening Program	2	1	2	3	1	9							18
Human Capital								1					1
Human Capital - Prospective Employment with TSA								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
PIB	2	4		3	3	1	1	1	2			2	19
2022	1	2		1	2		1					1	8
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	1	2			1							1	5
Expedited Passenger Screening Program	1	2			1							1	5
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1						1
Screening - Procedures/Process							1						1
2023	1	1		1		1		1	2			1	8
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
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
Screening - Procedures/Process									1				1
2024		1		1	1								3
Civil Rights		1											1
Civil Rights - Race		1											1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	29	28	22	25	26	32	18	29	28	16	13	19	285
2022	6	7	6	7	8	8	7	11	17	11	8	11	107
Customer Service	2	1	1	1	1		1	3	2	1	2	2	17
Customer Service - TSO	2	1	1	1	1		1	3	2	1	2	2	17
Expedited Passenger Screening Program	2	5	3	3	3	8	6	4	12	6	4	8	64
Expedited Passenger Screening Program - TSA Application Program				1			1						2
Expedited Passenger Screening Program	2	5	3	2	3	8	5	4	12	6	4	8	62
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 Luggage								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1										2		3
Patdown - Flyer											2		2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)								1		3			4
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
Property - Special Handling				2	1			1					4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1	2	1	3			1	2			1	12
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	1	2	1	1			1	1			1	9
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023	9	11	10	8	7	11	11	18	11	5	5	8	114
Civil Rights		1			1	1		2					5
Civil Rights - Race		1			1			1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening						1							1
Customer Service		2	2			3	2	1	1	1	1		13
Customer Service - TSO		2	2			3	2	1	1	1	1		13
Expedited Passenger Screening Program	5	7	8	6	4	7	6	14	7	3	3	7	77
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	5	6	7	6	4	7	6	14	7	3	3	7	75
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	3			1	1								5
Patdown - Flyer	3			1									4
Patdown - Non-Flyer					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) - Wheelchair/ Scooter/ Segway											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	1	1		1	1		1	1		1			7
Screening - Inconsistency	1									1			2
Screening - Opposite Gender								1					1
Screening - Procedures/Process		1		1	1		1						4
2024	14	10	6	10	11	13							64
Customer Service	2	2	1	2	2	2							11
Customer Service - TSO	2	2	1	2	2	2							11
Expedited Passenger Screening Program	11	6	5	7	8	7							44
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	11	6	5	7	8	6							43
Mishandling of Passenger Property	1	1				1							3
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Screening					1	2							3
Screening - Procedures/Process					1	2							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	1				1	4					1	8
2022		1				1	2						4
Expedited Passenger Screening Program		1				1	2						4
Expedited Passenger Screening Program - TSA PreC			1			1	2						4
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2024	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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR			2	1	1	1	1		1				7
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
2023								1		1			2
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA PreCheck								1		1			2
2024			1			1							2
Civil Rights						1							1
Civil Rights - Race						1							1
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
PIT	188	141	179	135	137	176	135	133	98	128	123	147	1,720
2022	28	29	37	25	33	63	69	73	51	58	62	72	600
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights				1		1	1	1		1			5
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race						1		1		1			3
Civil Rights - Transgender Screening				1									1
Customer Service	2	2	5	1	3	3	2	5	1	4	6	4	38
Customer Service - Others			1										2
Customer Service - TSO	2	2	4	1	3	3	2	5	1	4	6	3	36
Expedited Passenger Screening Program	19	26	28	18	29	50	62	60	49	40	52	63	496
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		3	2	1	2		2	3		4	3	1	21
Expedited Passenger Screening Program	18	23	26	17	27	49	60	55	49	35	49	62	470
Expedited Passenger Screening Program	1							1		1			3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				2		1	2	2		2	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			2	2		1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				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
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown			1			2		1		2		2	8
Patdown - Flyer			1			2				2		2	7
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	2					1		2					5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1					1		1					3
Property - Special Handling		1		1	1	2	1		1	4			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		2				1			4
Screening	5		2	2		3		2		2	1	2	19
Screening - Inconsistency	1		1									1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	4		1	2		3				2		1	13
Screening - Retrieving Abandoned/Confiscated Items								2					2
2023	90	54	75	63	58	62	66	60	47	70	61	75	781
Airline				1									1
Airline - Baggage Requirements				1									1
Civil Rights	1	1				1	1		1	1			6
Civil Rights - Age							1						1
Civil Rights - Race			1			1				1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening	1												1
Customer Service	7	2	6	2	1	2	1	4	3	5	2		35
Customer Service - TSO	7	2	6	2	1	2	1	4	3	5	2		35
Expedited Passenger Screening Program	74	47	63	58	50	56	61	49	41	55	52	66	672
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2	2	2		1	3	1		1		2	15
Expedited Passenger Screening Program	72	45	60	56	50	55	58	48	41	54	52	64	655
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								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	1			2	1	1	1	1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1			1	1					1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1				2
No Jurisdiction	1							1			1		3
No Jurisdiction - No Referral	1							1					2
No Jurisdiction - Refer to Other											1		1
Patdown		1			2	1	2	1		3	2		12
Patdown - Flyer		1			2		2	1		3	2		11
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)			1						2	1	3		7
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling			1	1		1		1		1	1	2	8
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On				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
Property - Special Handling - Missing Items - Checked			1					1		1			3
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	4	1	4	1	2			2		3	1	3	21
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1			1						1		4
Screening - Lengthy Lines					1					1			3
Screening - Procedures/Process	3		4	1				2		2		1	13
2024	70	58	67	47	46	51							339
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights			1	1	1								3
Civil Rights - Race				1	1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	6	6	2	4	4							26
Customer Service - TSO	4	6	6	2	4	4							26
Expedited Passenger Screening Program	58	49	48	37	37	41							270
Expedited Passenger Screening Program	1	2				1							4
Expedited Passenger Screening Program	57	47	48	37	37	40							266
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			5			1	2						8
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			3			1	2						6
Ombudsman				1									1
Ombudsman - General				1									1
Patdown	1		1	2									4
Patdown - Flyer	1		1	2									4
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) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2	2											4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	1												1
Screening	4	1	2	1	2	4							14
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3	1	1	1	2	2							10
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	
PKB													2	2
2023													2	2
Civil Rights													1	1
Civil Rights - Race													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
PLN	2		1	3	1	1		1		1			10
2022	1			1	1					1			4
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program	1				1								2
Patdown										1			1
Patdown - Flyer										1			1
2023			1	2		1		1					5
Expedited Passenger Screening Program			1	2				1					4
Expedited Passenger Screening Program - TSA PreCheck			1	2				1					4
Screening							1						1
Screening - Procedures/Process							1						1
2024	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
PNS	59	62	59	47	55	71	45	55	53	39	40	34	619
2022	14	16	8	9	13	19	15	21	20	23	23	16	197
Civil Rights		1				1				1		1	4
Civil Rights - Race										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	1
Customer Service	2	3		1	1	2	3	2	2	3	4	3	26
Customer Service - TSO	2	3		1	1	2	3	2	2	3	4	3	26
Expedited Passenger Screening Program	10	9	7	5	10	12	10	16	13	11	17	10	130
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program	1				2	1		3		1			8
Expedited Passenger Screening Program	9	9	7	5	8	10	10	13	12	10	17	10	120
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Mishandling of Passenger Property		2		1				2					5
Mishandling of Passenger Property - Damaged/Missi		1						2					3
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Persons w/ Disabilities (PWD)	1					1	1			1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	1		1	1		1	2			7
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			1			5
Property - Special Handling - Missing Items - Carry-On									1	1			2
Screening		1		1	2	1		1	4	5	2	2	19
Screening - Children									1				1
Screening - Inconsistency					1					1	1		3
Screening - Procedures/Process		1		1	1	1		1	3	4	1	2	15
2023	15	18	27	20	14	22	30	34	33	16	17	18	264
Civil Rights			2	2				1	1				6
Civil Rights - Age									1				1
Civil Rights - Race			2	1				1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2	1	1	1	1	2	2	7	7	3	4	1	32
Customer Service - TSO	2	1	1	1	1	2	2	7	7	3	4	1	32
Expedited Passenger Screening Program	11	16	20	14	10	15	23	21	11	12	7	15	175
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program					1	1	1			1		1	5
Expedited Passenger Screening Program	11	16	19	14	9	14	22	21	11	11	7	14	169
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--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
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1		1		1	2							5
Patdown - Flyer	1		1		1	2							5
Persons w/ Disabilities (PWD)				1			1			1	1		4
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) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling			1				2						3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1										2
Screening	1	1	1	1	2	3	2	4	13		4	1	33
Screening - Crew Member or Airline Employee							1					1	2
Screening - Gate Pass							1						1
Screening - Lengthy Lines								1	5				6
Screening - Procedures/Process	1	1	1	1	2	3		2	8		4		23
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	30	28	24	18	28	30							158
Civil Rights					1	5							6
Civil Rights - National Origin						1							1
Civil Rights - Profiling						1							1
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	2							3
Claims		2											2
Claims - General		2											2
Customer Service	3	1	6	3	8	3							24
Customer Service - TCC		1											1
Customer Service - TSO	3		6	3	8	3							23
Expedited Passenger Screening Program	20	18	15	10	12	11							86
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	18	18	15	9	12	11							83
Mishandling of Passenger Property		2				1							3
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Damaged/Missi		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
Persons w/ Disabilities (PWD)		1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Visual Im		1											1
Property - Special Handling			1	1									2
Property - Special Handling - Damaged Items - Carry			1	1									2
Screening		5	3	2	5	7	9						31
Screening - Inconsistency			1										1
Screening - Lengthy Lines		3		2	2	2	3						12
Screening - Procedures/Process		2	2		3	5	5						17
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
PPG			1	1	1				1		1		5
2022											1		1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2023			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 - Checked				1									1
2024					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic					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
PQI		1	1	1		3	2		1		1	2	12
2022				1			1				1		3
Expedited Passenger Screening Program				1			1				1		1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
2023						1	1		1			2	5
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program						1	1		1			1	4
Expedited Passenger Screening Program - TSA PreCheck						1	1		1			1	4
2024		1	1			2							4
Expedited Passenger Screening Program		1	1			1							3
Expedited Passenger Screening Program - TSA PreC		1	1			1							3
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
PRC	2	2	2		1	2	2	2			3		16
2022		1				1	1	1			2		6
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program - TSA PreC			1			1	1	1					4
Patdown											1		1
Patdown - Flyer											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2023	1				1	1	1	1			1		6
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 - Disarrayed Items--Carry-on or Checked												1	1
2024	1	1	2										4
Customer Service	1												1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1	2									3
Expedited Passenger Screening Program - TSA PreC			1	2									3

TSA Contact Center Traveler Complaints Report

Categories	10-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	20	19	20	12	9	16	8	11	14	7	14	7	157
2022	4	2	3	1	1	1	3	5	4	3	5	5	37
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program	3	1	1	1		1	2	3	4	1	3	3	23
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	2	1	1			1	2	3	4	1	3	3	21
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling							1			2			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
Transportation Security Operations Center						1							1
Transportation Security Operations Center - Refer to Airport						1							1
2023	12	6	7	7	6	11	5	6	10	4	9	2	85
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	10	5	5	7	5	9	4	5	10	4	8	1	73
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	9	4	4	7	5	9	4	5	10	4	8	1	70
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
Patdown													1
Patdown - Flyer									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checke											1		1
Screening	1		1			2		1			1		6
Screening - Inconsistency						1							1
Screening - Procedures/Process	1		1			1		1			1		5
2024	4	11	10	4	2	4							35
Customer Service		3											3
Customer Service - TSO		3											3
Expedited Passenger Screening Program	4	7	9	4	2	4							30
Expedited Passenger Screening Program - TSA Application Pro				1	1								2
Expedited Passenger Screening Program	4	7	8	3	2	4							28
HAZMAT Endorsement				1									1
HAZMAT Endorsement - General				1									1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missi				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	1	4	2	3	1	5	3		2	1		26
2022		1	2		1		3	3		1	1		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--Carry-on Luggage							1						1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening			1			1					1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1			1							2
2023	2		2	1	1		2	3		1			12
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program							2	3		1			6
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							2	2		1			5
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 - Carry-On				1									1
Screening				1									1
Screening - Inconsistency				1									1
2024	2			1	1	1							5
Customer Service				1	1	1							2
Customer Service - TSO				1	1	1							2
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	1						1						2
Patdown		1											1
Patdown - Flyer		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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			2			6
2022	3									1			4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown	3												3
Patdown - Flyer	2												2
Patdown - Flyer as Observer	1												1
2023							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

TSA Contact Center Traveler Complaints Report

Categories	10-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			2	3		2	1	1	1	3	1	1	15
2022			1			2		1		1	1		6
Customer Service										1			1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1			2		1			1		5
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC			1			1		1			1		4
2023				1			1		1	2			6
Expedited Passenger Screening Program								1	1				3
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
No Jurisdiction										1			1
No Jurisdiction - Refer to FAA									1				1
Patdown				1									1
Patdown - Flyer as Observer				1									1
Screening													1
Screening - Procedures/Process													1
2024			1	2									3
Expedited Passenger Screening Program			1	2									3
Expedited Passenger Screening Program - TSA PreC			1	2									3

TSA Contact Center Traveler Complaints Report

Categories	10-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	54	51	58	58	76	113	52	45	20	22	27	27	603
2022	16	16	23	21	16	39	30	28	9	13	15	17	243
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service		1	2	3	1	6	5			1			19
Customer Service - TSO		1	2	3	1	6	5			1			19
Expedited Passenger Screening Program	9	13	20	10	12	26	22	20	8	9	12	15	176
Expedited Passenger Screening Program - TSA Appl		1	1	1			1			1	1		6
Expedited Passenger Screening Program	9	12	19	9	12	26	21	20	7	9	11	15	170
Mishandling of Passenger Property	1					1		2		1	1		6
Mishandling of Passenger Property - Dam	1					1		1		1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction				1		2							3
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other							2						2
Patdown			1	1	1	1					1		5
Patdown - Children											1		1
Patdown - Flyer				1	1	1							3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3						1	1			1		6
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Prosthesis	1										1		2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	2			3		2	1	4				1	13
Property - Special Handling - Damaged It	1			2				3				1	7
Property - Special Handling - Damaged It	1			1				1					3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked						2							2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening		2		2	1		1			2		1	9
Screening - Inconsistency							1			1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		2	1					1		1	6
2023	20	17	19	19	40	43	22	17	11	9	12	10	239
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights						1	1						2
Civil Rights - Race							1						1
Civil Rights - Transgender Screening					1								1
Customer Service			3	1	3	1		3			2	2	15
Customer Service - TSO			3	1	3	1		3			2	2	15
Expedited Passenger Screening Program	19	16	13	12	30	38	15	12	9	6	8	5	183
Expedited Passenger Screening Program	1			1		1	1				1		5
Expedited Passenger Screening Program	18	16	13	11	30	37	14	12	9	6	7	5	178
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			2	1	1	2	1						7
Mishandling of Passenger Property - Damaged/Missing Items--C			2		1	1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
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		2			1		2			1	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices								2					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				1	3	2	1	2					9
Property - Special Handling - Damaged Items - Carry-On					3	2		1					6
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked							1						1
Screening	1			2	1		1			1	2	1	9
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process	1			2			1			1	2	1	8
2024	18	18	16	18	20	31							121
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights			1			1							2
Civil Rights - Age						1							1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	2	2	1	3	2	3							13
Customer Service - TSO	2	2	1	3	2	3							13
Expedited Passenger Screening Program	12	16	11	14	15	14							82

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Categories	10-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
Expedited Passenger Screening Program	12	16	11	14	14	14							81
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			1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown	1				2	2							5
Patdown - Flyer	1				1	1							3
Patdown - Flyer as Observer					1	1							2
Persons w/ Disabilities (PWD)	1		1			3							5
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility	1		1										2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening	1			1	1	5							8
Screening - Children				1		1							2
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1					1							2
Screening - Lengthy Lines					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
PUB	2	1		1		1		1	2		1	2	11
2022	1	1		1				1	2		1	2	9
Civil Rights											1		1
Civil Rights - Race											1		1
Expedited Passenger Screening Program								1					1
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 - Disarrayed Items--Carry-on or Checker				1									1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
2024							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
PUW	4	2	2	2	1	4	2	2	3	1		1	24
2022		1	1	2		2	1		2			1	10
Customer Service						1							1
Customer Service - TSO						1							2
Expedited Passenger Screening Program				1			1		2				4
Expedited Passenger Screening Program - TSA PreCheck			1				1		2				4
Screening		1		2		1							4
Screening - Inconsistency				1									1
Screening - Procedures/Process		1				1							2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	3		1		1	1	1	2	1	1			11
Civil Rights							1						1
Civil Rights - Race							1						1
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Expedited Passenger Screening Program	1		1		1	1		2	1	1			8
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1
2024	1	1				1							3
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
PVC	1	3		2	6	1	2	2	1		1	1	20
2022	1	1		1	2		2	2			1		10
Civil Rights	1						2						3
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination	1												1
Expedited Passenger Screening Program		1		1	2			2			1		7
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1		1	1			2					5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
2023		1			2				1			1	5
Expedited Passenger Screening Program		1			2				1				5
Expedited Passenger Screening Program - TSA PreC		1			2				1				5
2024		1		1	2	1							5
Expedited Passenger Screening Program		1		1	2	1							5
Expedited Passenger Screening Program - TSA PreC		1		1	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
PVD	91	56	71	64	59	61	51	40	49	36	47	42	667
2022	17	16	15	15	13	26	22	14	25	23	28	19	233
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	2		1				1	1				3	8
Customer Service - TSO	2		1				1	1				3	8
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	11	10	9	15	11	23	18	12	17	19	22	12	179
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		2		1				2			2	1	8
Expedited Passenger Screening Program	11	8	9	14	11	22	18	10	17	19	20	11	170
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Identification (ID) Requirements		1	2		1	1							5
Identification (ID) Requirements - Domestic		1	2		1	1							5
Mishandling of Passenger Property	1		1			1			2		2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		2		4
Mishandling of Passenger Property - Disa	1		1			1							3
Patdown								1	1		1	1	4
Patdown - Flyer								1	1		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	2	1			1	2		3	1	1		12
Property - Special Handling - Damaged Items - Carry		1							1				2
Property - Special Handling - Damaged Items - Checked							1		1				2
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items	1	1	1			1	1			1			6
Screening	2	2	1				1		1	3	2	1	13
Screening - Inconsistency										1			1
Screening - Procedures/Process	2	2	1				1		1	2	2	1	12
2023	34	19	29	29	27	19	29	26	24	13	19	23	291
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	1	1	2			1	1	1	5	2	1	5	20
Customer Service - Others			1										1
Customer Service - TCC									1				1
Customer Service - TSO	1	1	1			1	1	1	4	2	1	5	18
Expedited Passenger Screening Program	30	16	26	27	26	17	25	21	18	9	13	16	244
Expedited Passenger Screening Program - Active Duty Military			1					1					2
Expedited Passenger Screening Program	1		1									1	3
Expedited Passenger Screening Program	2	1	2	1	1								7
Expedited Passenger Screening Program	27	15	22	26	25	17	25	20	18	9	13	15	232
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									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						4
Patdown							1	1				1	3
Patdown - Flyer							1	1				1	3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1				1					2
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening		2	1	1				2		2	4		12
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines								1		1	2		4
Screening - Procedures/Process				1				1		1	2		5
Screening - Retrieving Abandoned/Confiscated Items			1										1
2024	40	21	27	20	19	16							143
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	6	3	8		4	1							22
Customer Service - TSO	6	3	8		4	1							22
Expedited Passenger Screening Program	26	14	12	18	12	13							95
Expedited Passenger Screening Program	1	2	1	1	1	1							6
Expedited Passenger Screening Program	25	14	10	17	11	12							89
Mishandling of Passenger Property	1		2	1									4
Mishandling of Passenger Property - Dam	1		2	1									4
Patdown	1		1	1	2								5
Patdown - Children					1								1
Patdown - Flyer	1		1	1	1								4
Persons w/ Disabilities (PWD)	1												2
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	5	3	3		1	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
Screening - Inconsistency	1												1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	4	3	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
PVU	3	5	9	4	5	7	5	5	2	1		3	49
2022	1			1		2	1	5	2	1		1	7
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
Screening													1
Screening - Procedures/Process													1
2023	1	3	2	2	3	2	4	5	2			2	26
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	2	1	3	1	4	2	2			2	21
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3	1	1	3	1	4	2	2			2	20
Patdown								2					2
Patdown - Children								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1					1
Screening - Procedures/Process								1					1
2024	1	2	7	1	2	3							16
Customer Service		1	1			1							3
Customer Service - TSO		1	1			1							3
Expedited Passenger Screening Program	1		3	1	1	1							7
Expedited Passenger Screening Program - TSA Application Pro			1			1							2
Expedited Passenger Screening Program	1		2	1	1								5
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown			3										3
Patdown - Flyer			3										3
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	59	46	24	30	28	37	28	34	22	38	30	43	419
2022	8	10	3	5	6	15	11	20	14	9	13	19	133
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Informatic		1											1
Customer Service		1				2		1	1	2	2		9
Customer Service - TSO		1				2		1	1	2	2		9
Expedited Passenger Screening Program	6	8	2	4	6	13	9	17	11	4	9	16	105
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1		1	1						1		4
Expedited Passenger Screening Program	6	7	2	3	5	12	9	17	11	4	8	16	100
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--C			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1					1	1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)							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
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening	1								1		2	2	6
Screening - Children											1		1
Screening - Procedures/Process	1								1		1	2	5
2023	26	21	7	12	10	8	17	14	8	29	17	24	193
Civil Rights										1		1	2
Civil Rights - Race										1		1	2
Customer Service							1			3		1	5
Customer Service - TSO							1			3		1	5
Expedited Passenger Screening Program	23	16	6	11	10	8	15	14	8	21	13	20	165
Expedited Passenger Screening Program	1								1			1	3
Expedited Passenger Screening Program	22	16	6	11	10	8	15	14	7	21	13	19	162
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		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Patdown	1	2											3
Patdown - Flyer	1	2											3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1								3	3	2	9
Screening - Inconsistency											1	1	2
Screening - Lengthy Lines										1			1
Screening - Opposite Gender										1			1
Screening - Procedures/Process		1								1	2	1	5
2024	25	15	14	13	12	14							93
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	2				1	1							4
Customer Service - Others						1							1
Customer Service - TSO	2				1								3
Expedited Passenger Screening Program	20	13	13	12	11	11							80
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	19	13	13	12	9	11							77
Expedited Passenger Screening Program	1												1
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missii			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Property - Special Handling	1	1					1						3
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

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Categories	10-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	23	11	12	14	9	17	7	16	12	12	21	15	169
2022	5	2	3	2	1	2	4	7	7	5	5	5	48
Customer Service										2	1		3
Customer Service - TSO										2	1		3
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
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) - Prosthesis/Amputees and Casts						1							1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Screening	1		2		1			1		1	1		7
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1		1			1		1	1		6
2023	6	7	3	5	8	9	3	9	5	7	16	10	88
Civil Rights									1	1			2
Civil Rights - Race										1			1
Civil Rights - Transgender Screening									1				1
Customer Service					2						1	4	7
Customer Service - TSO					2						1	4	7
Expedited Passenger Screening Program	4	5	2	4	6	9	3	8	3	5	8	4	61
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Proç			1										1
Expedited Passenger Screening Program	4	5	1	4	6	9	2	8	3	5	8	4	59
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		2
Persons w/ Disabilities (PWD) - General											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
Screening	2	2		1					1	1	5	1	13
Screening - Children									1				1
Screening - Inconsistency	1	1									1	1	4
Screening - Procedures/Process	1	1		1						1	4		8
2024	12	2	6	7		6							33
Customer Service	4		2	1		2							9
Customer Service - TSO	4		2	1		2							9
Expedited Passenger Screening Program	8	2	3	4		4							21
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	6	2	3	3		4							18
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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

TSA Contact Center Traveler Complaints Report

Categories	10-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	9	2	4	4		2	1	3	1	1	5		32
2022	1	1	2	1		1	1		1		1		9
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Expedited Passenger Screening Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck						1							1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							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		2
Screening - Inconsistency			1										1
Screening - Procedures/Process												1	1
2023	7	1	1	2				3		1	4		19
Civil Rights											1		1
Civil Rights - Race											1		1
Expedited Passenger Screening Program	5		1	2				3		1	3		15
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	5		1	2				3		1	2		14
Screening	2	1											3
Screening - Inconsistency		1											1
Screening - Procedures/Process	2												2
2024	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

TSA Contact Center Traveler Complaints Report

Categories	10-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	21	18	17	23	18	17	11	15	10	5	18	18	191
2022	3	2	6	2	4	4	7	9	4	2	12	5	60
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	2	10	4	52
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	1	10	3	50
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling	1												1
Property - Special Handling - Damaged Item	1												1
Screening			1				1		1		2		5
Screening - Inconsistency									1		1		2
Screening - Procedures/Process			1				1				1		3
2023	6	9	6	9	6	8	4	6	6	3	6	13	82
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	6	11	67
Expedited Passenger Screening Program	4	7	4	8	6	6	3	5	4	3	6	11	67
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged Item	1												1
Patdown													1
Patdown - Flyer													1
Screening	1	2	2	1		2		1	1				11
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency	1	1					1						3
Screening - Military			1										1
Screening - Procedures/Process		1	1	1				1	1			1	6
2024	12	7	5	12	8	5							49
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Expedited Passenger Screening Program	11	6	5	11	6	5							44
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	11	6	5	11	5	5							43
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				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
RDU	292	257	265	211	228	317	222	226	211	229	191	235	2,884
2022	42	67	61	52	53	102	108	118	111	104	107	122	1,047
Airline	1	1							1		2		5
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service	1	1							1				3
Airline - Wheelchair Assistance											1		1
Civil Rights	1	5	1	1				1	2				11
Civil Rights - Age								1	1				2
Civil Rights - Race				1					1				2
Civil Rights - Racial Profiling or Discrimination			1	1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transg		4											4
Civil Rights - Transgender Screening	1												1
Claims				1									1
Claims - Status				1									1
Customer Service	3	6	2	4		9		7	7	10	6	5	59
Customer Service - Others						1			4				5
Customer Service - TSO	3	6	2	4		8		7	3	10	6	5	54
Expedited Passenger Screening Program	28	48	50	36	47	83	101	101	87	79	81	107	848
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD				1		1		2			1		5
Expedited Passenger Screening Program	1	4	2	4	3	4	9	5	2	6	6	2	48
Expedited Passenger Screening Program	27	44	48	31	44	78	92	94	85	73	73	105	794
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	1	3	2	1	4	2	16
Mishandling of Passenger Property - Dam	1	1						3	2		2	1	10
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
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1	1	1	1	3	2	1	2	2		16
Patdown - Flyer	1	1	1	1	1	1	3	2	1	2	2		16
Persons w/ Disabilities (PWD)	1		1			1		2	4	2		1	12
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
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									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/C	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Property - Special Handling	4	1	3	2	4	5	2	1	2	6	6	2	38
Property - Special Handling - Damaged It	4		1	1	2	5	1		1	3	5	1	24
Property - Special Handling - Damaged Items - Checked							1		1	2	1	1	6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checke		1	2	1	2			1					7
Screening	1	3	3	6	1	1	1	1	4	4	6	5	36
Screening - Inconsistency			2	1		1					1	1	6
Screening - Lengthy Lines				1				1	1			1	4
Screening - Military							1						1
Screening - Procedures/Process	1	3	1	4	1				3	4	5	2	24
Screening - Retrieving Abandoned/Confiscated Items												1	1
2023	132	114	129	88	97	118	114	108	100	125	84	113	1,322
Additional Information Required/Insufficient Information						1						4	5
Additional Information Required/Insufficient Information - EMAIL ONLY						1						4	5
Airline			1	1				1					3
Airline - Policy/Regulations/Service			1					1					2
Airline - Wheelchair Assistance				1									1
Civil Rights	2			2	1	1		1	1	1	3	1	13
Civil Rights - Constitutional Rights				2									2
Civil Rights - Race	1				1					1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1	1		1	1	5
Civil Rights - Transgender Screening	1												1
Claims												1	1
Claims - Status												1	1
Customer Service	6	7	15	4	2	4	5	8	5	14	6	10	86
Customer Service - TSO	6	7	15	4	2	4	5	8	5	14	6	10	86
Expedited Passenger Screening Program	110	95	102	75	78	94	95	90	87	90	62	81	1,059
Expedited Passenger Screening Program - Active Duty Military			1		1			1					3
Expedited Passenger Screening Program	1	1		2	1			1	1			2	9
Expedited Passenger Screening Program	2	6	1	2	5	3	2	1	4	2	3	1	32
Expedited Passenger Screening Program	106	88	100	71	71	91	93	87	82	88	59	78	1,014
Expedited Passenger Screening Program	1												1
Locks		1			1						1		3
Locks - Missing or Damaged Lock		1			1						1		3
Mishandling of Passenger Property	4	4	2	1	5	4	4	2	1	3	3	2	35
Mishandling of Passenger Property - Dam	2	2	2	1	3	3	4	2	1		2	2	24
Mishandling of Passenger Property - Dam	2	1			2	1				3	1		10
Mishandling of Passenger Property - Disarrayed Item	1												1
No Jurisdiction			1			2	1				1	1	6
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP							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
No Jurisdiction - Refer to Other				1			1						2
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown	3		1	1	1	3	3		1	1	2	5	21
Patdown - Children							1						1
Patdown - Flyer	3		1	1	1	2	2		1	1	2	5	19
Patdown - General						1							1
Persons w/ Disabilities (PWD)						1	2			8	1		12
Persons w/ Disabilities (PWD) - Autism Spectrum										2			2
Persons w/ Disabilities (PWD) - Diabetes										2	1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General										2			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) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	4	4	3	3		2	3	1	1	3	1	27
Property - Special Handling - Damaged Items	1	2	1	2	2		2	1	1		3	1	16
Property - Special Handling - Damaged Items - Checked			1	1					1				3
Property - Special Handling - Missing Items	1		2		1					1			5
Property - Special Handling - Missing Items - Checked		2						1					3
Screening	5	3	3	1	6	8	2	3	3	6	3	6	49
Screening - Crew Member or Airline Employee			1							1			2
Screening - Inconsistency					1	1	1						4
Screening - Lengthy Lines	2		1		1	1							6
Screening - Opposite Gender	1							1					2
Screening - Procedures/Process	2	3	1	1	4	5	1	2	3	5	3	4	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
TWIC													1
TWIC - General													1
2024	118	76	75	71	78	97							515
Civil Rights		1	1	2		1							5
Civil Rights - Profiling				1									1
Civil Rights - Race			1				1						2
Civil Rights - Transgender Screening		1		1									2
Customer Service	7	4	11	7	14	14							57
Customer Service - Others			2										2
Customer Service - TCC					1								1
Customer Service - TSO	7	4	9	7	13	14							54
Expedited Passenger Screening Program	100	59	59	51	56	64							389
Expedited Passenger Screening Program - DoD	1				1								2
Expedited Passenger Screening Program - DoD	3		3	1		1							8
Expedited Passenger Screening Program - DoD	95	58	56	50	55	63							377
Expedited Passenger Screening Program - DoD	1												1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	2	2	2	2	2	4							14
Mishandling of Passenger Property - Damaged	1	1	1	1	1	3							8
Mishandling of Passenger Property - Damaged	1	1	1	1	1	1							6
No Jurisdiction	1												2
No Jurisdiction - No Referral							2						2
No Jurisdiction - Refer to Other	1												1
Patdown	2	4		1	4								11
Patdown - Flyer	2	4		1	4								11
Persons w/ Disabilities (PWD)		1		2		2							5
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling	1	1		4		2							8
Property - Special Handling - Damaged Items	1	1		3		2							7
Property - Special Handling - Missing Items - Checked				1									1
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	5	4	2	1	2	7							21
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	1	1	1	1		4							8
Screening - Procedures/Process	3	2	1		2	2							10

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	10	11	8	8	6	6	3	3	1		65
2022	2	2	1	2	2	1	4	2	3	1			20
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
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) - Mobility Disability (Not Wheelchair or Scooter)					1								1
2023		2	2	3	4	1	2	4		2	1		21
Expedited Passenger Screening Program		1	1	3	4	1	2	4		2	1		19
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	1	3	4		2	4		2	1		18
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Screening				1									1
Screening - Lengthy Lines				1									1
2024		3	7	6	2	6							24
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		1	7	5	2	6							21
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program - TSA PreC		1	7	4	2	5							19
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to CBP		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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				3	1					1	1	1	7
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
2023					1					1	1	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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	113	124	111	88	87	122	101	114	78	74	87	86	1,185
2022	25	42	35	25	23	37	52	65	46	35	41	43	469
Airline											1	1	2
Airline - Policy/Regulations/Service											1	1	2
Civil Rights	1		2	1					1		1	1	7
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race									1		1	1	3
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	12	9	6	6	5	2	67
Customer Service - Others					1								1
Customer Service - TSO	5	4	4	4	4	5	12	9	6	6	5	2	66
Expedited Passenger Screening Program	12	28	18	15	14	27	35	45	34	23	27	34	312
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	2	2	1		3	1	1	1	1	1			13
Expedited Passenger Screening Program	10	26	17	15	11	24	34	44	33	21	27	34	296
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property		2		1			1	2	1	1			8
Mishandling of Passenger Property - Damaged/Missing		2		1			1	1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown	1	1	1			1	1	3		1	3	1	13
Patdown - Children										1			1
Patdown - Flyer	1	1	1			1	1	3			3	1	12
Persons w/ Disabilities (PWD)			2	1			1	1	1			1	7
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Makeup			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			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) - Wheelchair/ Scooter/ Segway								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	1		2		1		12
Property - Special Handling - Damaged Items - Carry-On					1	1			1				3
Property - Special Handling - Damaged Items - Checked	2		1			1			1				5
Property - Special Handling - Missing Items - Checked			1	1			1				1		4
Screening	2	6	5	2	2	2	1	5	1	4	3	2	35
Screening - Inconsistency		1	3										5
Screening - Lengthy Lines	1		2		1			1	1	1		1	8
Screening - Procedures/Process	1	5		1	1	1	1	4		3	3		20
Screening - Rail			1										1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	47	49	34	37	33	43	49	49	32	39	46	43	501
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline				1									1
Airline - Lost Baggage				1									1
Animals										1			1
Animals - Carry-On										1			1
Civil Rights									2	1			3
Civil Rights - Race									1	1			2
Civil Rights - Transgender Screening									1				1
Customer Service	3	5	5	4		4	2	4	3	3	7	6	46
Customer Service - TCC				1									1
Customer Service - TSO	3	5	5	3		4	2	4	3	3	7	6	45
Expedited Passenger Screening Program	34	36	26	28	30	31	41	37	21	27	34	32	377
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program	2					3	2	1	1				9
Expedited Passenger Screening Program	32	36	26	28	30	28	39	35	20	27	34	31	366
Locks	1					1			1				3
Locks - Missing or Damaged Lock	1					1			1				3
Mishandling of Passenger Property	1	2		1	1		2				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			1				1		5
Mishandling of Passenger Property - Disarrayed Item		1			1								2
No Jurisdiction							1				1		2
No Jurisdiction - Refer to Other							1				1		2
Patdown	3			1		2		1		4		3	14
Patdown - Flyer	3			1		2		1		4		3	14
Persons w/ Disabilities (PWD)	2							2			2		6
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Wheelchair	1							1					2
Property - Special Handling	1	1	1	2	1				1				7
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 - Checked				1									1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items		1	1										2
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening		2	5	2		1	4	4	5	3	2	2	31
Screening - Inconsistency		1	1						1				4
Screening - Lengthy Lines							1			2			3
Screening - Procedures/Process		1	4	2			3	4	4	1	1	2	22
Screening - Retrieving Abandoned/Confiscated Items						1					1		2
2024	41	33	42	26	31	42							215
Airline			1	1	1								3
Airline - Policy/Regulations/Service			1	1	1								3
Civil Rights		1		2									3
Civil Rights - Race		1		1									2
Civil Rights - Transgender Screening				1									1
Customer Service		5	5	7	2	2	3						24
Customer Service - Others				2									2
Customer Service - TSO		5	5	5	2	2	3						22
Expedited Passenger Screening Program		33	19	24	21	27	36						160
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program		2	1	2		1	3						9
Expedited Passenger Screening Program		31	18	22	21	26	32						150
Locks			1	1			1						3
Locks - Missing or Damaged Lock			1	1			1						3
Mishandling of Passenger Property			1	3									4
Mishandling of Passenger Property - Damaged/Missin			1	3									4
Patdown			2		2								4
Patdown - Flyer			2		2								4
Persons w/ Disabilities (PWD)			1	1		1	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
Property - Special Handling		1		1									2
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	3	2		1	1						8
Screening - Procedures/Process		1	3	2			1						7
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2				3					6
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
2023			1	1				2					4
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA PreCheck								2					2
Patdown				1									1
Patdown - Flyer				1									1
Screening					1								1
Screening - Procedures/Process					1								1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1					1	5
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2023			1			1						1	3
Expedited Passenger Screening Program			1			1						1	3
Expedited Passenger Screening Program - TSA PreCheck			1			1						1	3
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	2	3			1			3				13
2022	4	1	2						1				8
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown	1			1									2
Patdown - Flyer	1			1									2
2023		1	1			1			2				5
Claims				1									1
Claims - Status				1									1
Expedited Passenger Screening Program			1			1			1				3
Expedited Passenger Screening Program - TSA Appl			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
RNO	94	86	81	66	53	87	68	52	59	60	70	75	851
2022	30	27	26	20	13	25	43	25	31	22	38	38	338
Civil Rights	3		2		1		2	4		1			13
Civil Rights - Hair Patdowns	1												1
Civil Rights - Profiling								1					1
Civil Rights - Race							1	1		1			3
Civil Rights - Racial Profiling or Discrimination	1				1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2					1					3
Civil Rights - Transgender Screening	1						1	1					3
Claims							1						1
Claims - General							1						1
Customer Service	5	7	3	3	2	2	5	3	4		1	1	36
Customer Service - CSM	1												1
Customer Service - TSO	4	7	3	3	2	2	5	3	4		1	1	35
Expedited Passenger Screening Program	8	18	12	15	9	21	30	9	19	14	31	29	215
Expedited Passenger Screening Program - DoD		2					2						4
Expedited Passenger Screening Program	2	2	2	2	2		2		3			2	17
Expedited Passenger Screening Program	6	14	10	13	7	21	26	9	16	14	31	27	194
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			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												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	1	3	9
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		2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1			1	2
Patdown	3				1		3	1	1	1	1		11
Patdown - Flyer	2				1		3	1	1	1	1		10
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		2			1		2				1	7
Persons w/ Disabilities (PWD) - Breast Cancer						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) - Metal Implants (joint)												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) - Touch Aversion (pain/trauma)			1										1
Prohibited & Permitted Items	1												2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	1		3	1			1	3	2		1	1	13
Property - Special Handling - Damaged Items - Carry-On			1				1	1	2				5
Property - Special Handling - Damaged Items - Checked			1	1				1			1		4
Property - Special Handling - Missing Items	1							1				1	3
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	2	1			1		2	3	3	3	2	24
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	2	1				1							4
Screening - Lengthy Lines								1		1	1		3
Screening - Procedures/Process	5	1	1					1	3	2	2	1	16
2023	37	31	28	31	24	40	25	27	28	38	32	37	378
Civil Rights	1			1					1				3
Civil Rights - Race	1											1	2
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
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	6	4	3	1	1	2	3	1	1	2	4	1	29
Customer Service - TSO	6	4	3	1	1	2	3	1	1	2	4	1	29
Expedited Passenger Screening Program	26	18	22	24	16	28	15	18	16	21	21	24	249
Expedited Passenger Screening Program	2	1				2	1	1		2		2	11
Expedited Passenger Screening Program	23	17	22	24	16	26	14	17	16	19	21	22	237
Expedited Passenger Screening Program	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	1	1		2		4	1	1		2	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items		1		1		2		1					5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1			1		2	1		1	1	1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1				2		1	3	4	2	2	1	16
Patdown - Flyer	1				2		1	3	4	2	2	1	16
Persons w/ Disabilities (PWD)	1	3		1	1			2	1		1	4	14
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - At		1						2					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	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
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2			1								3
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
Screening	1	5	3	1	2	6	5		5	9	3	2	42
Screening - Inconsistency		1			1	1			1	1	1		6
Screening - International Screening						1							1
Screening - Lengthy Lines	1					1	1		2	1			6
Screening - Procedures/Process		4	3	1	1	3	4		2	7	2	2	29
2024	27	28	27	15	16	22							135
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights		1											2
Civil Rights - Race		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service	2	1	4		2	1							10
Customer Service - Others	1												1
Customer Service - TSO	1	1	4		2	1							9
Expedited Passenger Screening Program	19	19	20	10	12	16							96
Expedited Passenger Screening Program	1			2		1							4
Expedited Passenger Screening Program	18	19	20	8	12	15							92
Mishandling of Passenger Property	2	2											4
Mishandling of Passenger Property - Dam	2	1											3
Mishandling of Passenger Property - Damaged/Missi		1											1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)				1	1	2							4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts													1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1	1		1									3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Item	1												1
Screening	3	4	2	2		1							12
Screening - Children			1										1
Screening - Inconsistency			1										1
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	2	4		1									7
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	12	16	10	16	8	19	21	19	12	10	14	8	165
2022	5	2	3	6	1	8	11	4	9	6	10	4	69
Customer Service			1			2	2		1	1			7
Customer Service - TSO			1			2	2		1	1			7
Expedited Passenger Screening Program	3	2	2	6		5	9	4	6	3	9	1	50
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1			1		1				3
Expedited Passenger Screening Program	3	2	2	5		5	7	4	5	3	9	1	46
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
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1								1		1		3
Patdown - Children											1		1
Patdown - Flyer	1												2
Screening					1	1			1	1		2	6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1				1	1		2	5
2023	2	8	4	3	6	5	10	15	3	4	4	4	68
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								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program	2	8	3	3	5	4	10	12	2	3	2	3	57
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program							1			1			2
Expedited Passenger Screening Program	2	8	3	3	4	4	9	12	2	2	2	3	54
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--C			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
Screening											1		1
Screening - Lengthy Lines											1		1
2024	5	6	3	7	1	6							28
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	4	5	2	5	1	5							22
Expedited Passenger Screening Program	4	5	2	5	1	5							22
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Screening	1		1				1						3
Screening - Inconsistency			1				1						2
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	44	36	38	43	37	43	38	28	20	26	24	31	408
2022	9	6	6	8	9	21	20	11	14	18	7	17	146
Civil Rights	1									1			2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1												1
Customer Service	2	1	2				1			2		1	9
Customer Service - Others										1			1
Customer Service - TSO	2	1	2				1			1		1	8
Expedited Passenger Screening Program	5	3	4	7	7	16	17	10	14	14	7	14	118
Expedited Passenger Screening Program - TSA Application Proç			1		1			1		2			5
Expedited Passenger Screening Program	5	3	3	7	6	16	17	9	14	12	7	14	113
Patdown				1		2	2						6
Patdown - Flyer				1		2	2						6
Persons w/ Disabilities (PWD)					1	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 It		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1			1	2		1		1		1	7
Screening - Inconsistency						1		1		1			3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1				1							3
2023	22	13	15	19	15	14	18	17	6	8	17	14	178
Civil Rights	1										1		2
Civil Rights - Perceived Religion	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	18	11	13	17	12	13	17	14	5	7	9	11	147
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	17	10	12	17	12	13	17	14	5	7	9	11	144
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
Patdown		1			1						1		3
Patdown - Flyer		1									1		2
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1			1							1	1	4
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1								1	2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening	2		2		2	1		3	1		3		14
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			2		2	1		3	1		3		12
Screening - Retrieving Abandoned/Confis	1												1
2024	13	17	17	16	13	8							84
Civil Rights						2							2
Civil Rights - Constitutional Rights						1							1
Civil Rights - Transgender Screening						1							1
Customer Service	1		1	1	3								6
Customer Service - TSO	1		1	1	3								6
Expedited Passenger Screening Program	12	14	13	11	7	6							63
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program	12	13	13	11	7	6							62
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Jurisdiction		1			1								2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1											1
Patdown						2							2
Patdown - Flyer						2							2
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/				1									2
Screening		1	2	1	1								5
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process		1	1		1								3

TSA Contact Center Traveler Complaints Report

Categories	10-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		4	3	4		2	1	2	3	23
2022	1					1	1				2	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 PreCheck											1	1	2
Screening	1											1	2
Screening - Procedures/Process	1										1		2
2023			1		1	1	3		2	1		2	11
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program					1		2		1				4
Expedited Passenger Screening Program - TSA PreCheck					1		2		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				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Screening								1		1		1	3
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1						1
Screening - Procedures/Process												1	1
2024	1	1			3	1							6
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Expedited Passenger Screening Program	1	1			1								3
Expedited Passenger Screening Program	1	1			1								3
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	10	13	8	16	8	6	9	5	6	5	9	8	103
2022	2	7	3	4	4	2	5	1	3	1	3	4	39
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Informati			1										1
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1	2		2	4	29
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	1	3	3	2	3	2	4	1	2		2	4	27
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 Item	1												1
Screening			1							1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process			1								1		2
2023	4	4	4	8	3	2	4	4	3	4	6	4	50
Customer Service	1						2				1		4
Customer Service - Others	1												1
Customer Service - TSO							2				1		3
Expedited Passenger Screening Program	2	3	4	8	3	2		4	3	4	4	4	41
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program	2	3	4	7	3	1		4	3	4	4	4	39
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	1												1
Screening			1				2						3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process							2						2
2024	4	2	1	4	1	2							14
Airline		1											1
Airline - Lost Baggage		1											1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Expedited Passenger Screening Program	3	1	1	3	1	2							11
Expedited Passenger Screening Program	3	1	1	3	1	2							11
Patdown	1												1
Patdown - Flyer as Observer	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	137	230	271	260	293	372	234	150	97	95	114	103	2,356
2022	43	68	86	83	91	137	140	80	50	50	59	56	943
Airline	1									1			2
Airline - Policy/Regulations/Service	1									1			2
Civil Rights	1		3			1			1			4	10
Civil Rights - Constitutional Rights			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			1			2	5
Claims							1				1		2
Claims - General							1						1
Claims - Status											1		1
Customer Service	5	5	7	5	4	10	6	8	9	4	5	5	73
Customer Service - Others			1							1			2
Customer Service - TSO	5	5	6	5	4	10	6	8	9	3	5	5	71
Expedited Passenger Screening Program	30	53	67	62	77	117	118	65	31	42	45	42	749
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	2	4	5	2	6	2	3	2		3	3		32
Expedited Passenger Screening Program - TSA/DHS Employees - Opt Out	28	49	61	60	70	115	115	63	31	39	42	42	715
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In			1		1								2
Locks	1								1				2
Locks - Missing or Damaged Lock	1								1				2
Mishandling of Passenger Property				3	1	1		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				2					1	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage			1	1	1								3
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1		1	1	1	4	3	1			1	1	14
Patdown - Children			1				1						2
Patdown - Flyer					1	4	2	1			1	1	10
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	2	4				2	2	1	1		2		14
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes		2									1		3
Persons w/ Disabilities (PWD) - Internal Medical Device		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - At Risk		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1	1				3
Persons w/ Disabilities (PWD) - Mobility Devices	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											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	1	3	1		1	2	22
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked	1			3	1				1				7
Property - Special Handling - Missing Items - Carry-On					1			1					2
Property - Special Handling - Missing Items - Checked				3	3		1	2			1	1	11
Screening		6	4	6	1	2	9	1	4	2	3	2	40
Screening - Inconsistency		2	1		1	1	2						8
Screening - Procedures/Process		4	3	5		1	7	1	4	2	3	1	31
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	35	78	87	107	85	107	94	70	47	45	55	47	857
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	1		1	1				1		5
Civil Rights - Perceived Religion							1						1
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service	4	3	2	6	5	5	5	4	2	5	8	3	52
Customer Service - Others					1							1	2
Customer Service - TSO	4	3	2	6	4	5	5	4	2	5	8	2	50
Expedited Passenger Screening Program	30	65	77	90	69	90	75	56	37	31	37	30	687
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	1	6	6	2	4	2	1				1	1	24
Expedited Passenger Screening Program - TSA/DHS Employees - Opt Out	29	59	71	88	65	88	74	56	37	30	36	29	662
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
Locks							1						2
Locks - Missing or Damaged Lock							1						2
Lost and Found							1			1		1	3
Lost and Found - Airport/TSA							1			1		1	3
Mishandling of Passenger Property		1	1	6	1	1	1	2	2	3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	1	3	1		1	1	2	2			12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2		1				1			4
No Jurisdiction											1	1	2
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP											1		1
Patdown			1	2	1	2			2	2	1	1	12
Patdown - Children											1		1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	2			2	2		1	11
Persons w/ Disabilities (PWD)	1		1		1	1	1	2	1		1	2	11
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive	1		1										2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							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) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling		4	1	1	2	2	1	2		1			17
Property - Special Handling - Damaged Items - Carry		1			1								2
Property - Special Handling - Damaged Items - Check		1				1		2				1	5
Property - Special Handling - Missing Items - Carry-C		1					1					1	3
Property - Special Handling - Missing Items - Checked		1	1	1	1	1				1		1	7
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		5	3		6	3	9	3	2	2	6	4	43
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			2				1	1			5
Screening - Lengthy Lines		1			1	1	1						4
Screening - Procedures/Process		3	2		3	1	7	2	1	1	6	4	30
Screening - Retrieving Abandoned/Confiscated Items			1				1	1					3
2024	59	84	98	70	117	128							556
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	1			2	1	2							6
Civil Rights - Age	1				1	1							3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1							2
Customer Service	3	5	11	11	20	18							68
Customer Service - Others	1					1							2
Customer Service - TSO	2	5	11	11	20	17							66
Expedited Passenger Screening Program	47	70	77	46	85	85							410
Expedited Passenger Screening Program	1	4	1	2	4	5							17
Expedited Passenger Screening Program	46	66	76	44	81	80							393
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	2	1	4	1	2	3							13
Mishandling of Passenger Property - Damaged	1		2	1	1								5
Mishandling of Passenger Property - Damaged	1	1	1		1	2							6
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1							2
No Jurisdiction		1	1			1							3
No Jurisdiction - No Referral		1	1			1							3
Patdown	1	1	3	2	1	2							10
Patdown - Flyer	1	1	2	1	1	1							7
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer				1		1							2
Persons w/ Disabilities (PWD)				2	2	3							7
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		2							3
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
Property - Special Handling		4		2	2	2							10
Property - Special Handling - Damaged Items - Carry		2			2	1							5
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		2											2
Property - Special Handling - Missing Items - Checked				1		1							2
Screening	5	1	2	4	4	11							27
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines	1		1	2		1							5
Screening - Procedures/Process	3	1	1	2	3	9							19
Screening - Retrieving Abandoned/Confis	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		2
2022			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
2023											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1

TSA Contact Center Traveler Complaints Report

Categories	10-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	17	9	9	11	10	8	7	14	5	7	5	9	111
2022	2	2	3	1	4	3	3	4	4	2	2	7	37
Civil Rights	1	1								1			3
Civil Rights - Race										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	1				1	6
Customer Service - TCC							1						1
Customer Service - TSO			1		1		1	1					5
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2		24
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2		24
Mishandling of Passenger Property			1										2
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1										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
2023	5	2	4	8	3	2	4	10	1	5	3	2	49
Civil Rights							1	1					2
Civil Rights - Race							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
Expedited Passenger Screening Program	4	1	2	7	1	1	3	7	1	1	1	1	30
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program	4	1	2	5	1	1	3	7	1	1	1	1	28
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
No Jurisdiction										4			4
No Jurisdiction - No Referral										2			2
No Jurisdiction - Refer to Other										2			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						1						1	2
Property - Special Handling - Missing Items - Checked						1						1	2
Screening								2					2
Screening - Procedures/Process								2					2
2024	10	5	2	2	3	3							25
Civil Rights					1								1
Civil Rights - Race					1								1
Customer Service	2	2	1	2	1	1							9
Customer Service - TSO	2	2	1	2	1	1							9
Expedited Passenger Screening Program	2	1	1	1	1	1							6
Expedited Passenger Screening Program	2	1	1	1	1	1							6
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) - Mobility Disability (N)		1											1
Property - Special Handling	2												2
Property - Special Handling - Missing Items	2												2
Screening	4	1											5
Screening - Inconsistency		1											1
Screening - Procedures/Process	3												3
Screening - Retrieving Abandoned/Confiscated	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	399	373	370	319	290	410	286	307	293	284	294	295	3,920
2022	67	90	82	60	84	146	144	151	160	154	147	147	1,432
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline						1	1		1	2			5
Airline - Lost Baggage						1				2			3
Airline - Policy/Regulations/Service							1		1				2
Civil Rights	1	3	2	2	2	3		1	2	1	3	3	23
Civil Rights - National Origin						1							1
Civil Rights - Race						1					3	2	8
Civil Rights - Racial Profiling or Discrimination	1	3		2	1				1				7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						1	1			4
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	9	6	9	15	10	4	99
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TCC	1												1
Customer Service - TSO	6	9	8	4	8	8	9	6	9	15	10	4	96
Expedited Passenger Screening Program	48	60	55	40	56	116	116	121	127	115	108	121	1,083
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		3	3			5	3		2		3	2	21
Expedited Passenger Screening Program - Other	4	5	1	2	5	2	5	4	5	5	4	6	48
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	44	52	51	38	51	109	107	116	119	110	101	113	1,011
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic				2									2
Locks						1					1		2
Locks - Missing or Damaged Lock						1					1		2
Lost and Found				1		1				1	1	1	5
Lost and Found - Airport/TSA				1		1				1	1	1	5
Mishandling of Passenger Property	1		3			1	4	1	1	2	4	6	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1						2	1		1	3	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked			2			1	2		1	1	1	5	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction				2				2					4
No Jurisdiction - Refer to CBP				1				2					3
No Jurisdiction - Refer to Other				1									1
Patdown	1	2		3	1	3	4	3	2	3	4	1	27
Patdown - Flyer		2		3	1	3	4	3	2	3	4	1	26
Patdown - General	1												1
Persons w/ Disabilities (PWD)	3	3	3	1	4	4	1	2	1	2	2	3	29
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		1						2
Persons w/ Disabilities (PWD) - Diabetes			2		1	1							5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1		1	3
Persons w/ Disabilities (PWD) - General	1				1				1	1			4
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1			1							2
Persons w/ Disabilities (PWD) - Medically Fragile	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)			1		1	1		1					5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Food		1	1										2
Property - Special Handling	1	1	4	2	7	1	4	8	9	3	5	2	47
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		4	4	1	1	1	18
Property - Special Handling - Damaged Items - Checked					2		1	3	2		1		9
Property - Special Handling - Missing Items	1	1	1				1	1		2	1	1	10
Property - Special Handling - Missing Items - Checked			1	1	1		2		3		2		10
Screening	4	10	4	2	5	7	6	7	8	10	9	5	77
Screening - Inconsistency		3	2		1	1		2	2	2	1	2	16
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	4	7	2	2	4	6	2	7	6	8	7	3	58
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023	172	169	141	127	110	140	142	156	133	130	147	148	1,715
Additional Information Required/Insufficient Information						1		1					2
Additional Information Required/Insufficient Information - EMAIL ONLY						1		1					2
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1			5	1	1	2	1		2		1	14
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear					1								1
Civil Rights - Race				3		1	1			1			6
Civil Rights - Sex/Gender/Gender Identity	1			1			1	1		1		1	6
Customer Service	9	12	10	11	6	5	15	11	8	16	14	10	127
Customer Service - Others		1											1
Customer Service - TCC							1						1
Customer Service - TSO	9	12	9	11	6	5	14	11	8	16	14	10	125
Expedited Passenger Screening Program	132	133	105	87	80	107	107	119	101	92	100	120	1,283
Expedited Passenger Screening Program - Active Duty Military			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
Expedited Passenger Screening Program - Children Under 12										1			1
Expedited Passenger Screening Program - DoD			1			2					1		4
Expedited Passenger Screening Program	5	5	1		4	1	2	3	1			3	26
Expedited Passenger Screening Program	127	128	102	87	76	104	105	116	100	91	98	116	1,250
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks		1	1				1	1			1	1	6
Locks - General			1										1
Locks - Missing or Damaged Lock		1					1	1			1	1	5
Lost and Found	1				1						2		4
Lost and Found - Airport/TSA	1				1						2		4
Mishandling of Passenger Property	4	1	6	9	2	4		4	3	2	8	2	45
Mishandling of Passenger Property - Damaged	1		2	6	1	1		3	1	1	5	2	23
Mishandling of Passenger Property - Damaged	2	1	3	3	1	3		1	2		3		19
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disassembled	1									1			2
No Jurisdiction		1	1					2		1	1		6
No Jurisdiction - Refer to CBP		1	1					1		1	1		5
No Jurisdiction - Refer to Other								1					1
Patdown	3	2	1	2	2	4	3		2	4	3		26
Patdown - Flyer	3	2	1	1	2	3	1		2	4	3		22
Patdown - Flyer as Observer				1		1	1						3
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	6	3	3	3	2	1	2	2	3	4	3	2	34
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 Person			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary	1									3	1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		2								1		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) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals	2	1											3
Persons w/ Disabilities (PWD) - Wheelchairs	2		1	1			1	2	1				8
Property - Special Handling	7	7	3	1	3	1	2	3	5	3	3	7	45
Property - Special Handling - Damaged Items	5	2	1	1	1		1	1	2	3		2	19
Property - Special Handling - Damaged Items - Carry-On	1	3	1			1			1		2	2	11
Property - Special Handling - Missing Items - Carry-On					2			1	1		1	2	7
Property - Special Handling - Missing Items - Checked Baggage	1	2	1				1	1	1			1	8
Screening	8	9	10	9	12	17	10	12	11	6	12	5	121
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1	4	2	5	1	2	1		2	2	2		22
Screening - Lengthy Lines	1		1	1	3	2		1	1		1		11
Screening - Opposite Gender		1											1
Screening - Procedures/Process	6	4	6	3	8	12	9	10	8	4	8	5	83
Screening - Retrieving Abandoned/Confiscated Items			1			1					1		3
2024	160	114	147	132	96	124							773
Airline					1								1
Airline - Policy/Regulations/Service						1							1
Civil Rights	3		2	2	2	2							11
Civil Rights - Constitutional Rights			1										1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	1		1	2		1							5
Civil Rights - Sexual Orientation - Not Transgender	2												2
Civil Rights - Transgender Screening					1								1
Customer Service	17	6	17	11	9	17							77
Customer Service - Others	1												1
Customer Service - TCC				1									1
Customer Service - TSO	16	6	17	10	9	17							75
DHS TRIP					1	1							2
DHS TRIP - General					1								1
DHS TRIP - Status						1							1
Expedited Passenger Screening Program	122	92	109	102	71	82							578
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	3	1	1	3		1							9
Expedited Passenger Screening Program - TSA Appl		1	6	2	3	3							15
Expedited Passenger Screening Program	119	90	102	96	68	78							553
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	4	1	4	3	3	2							17
Mishandling of Passenger Property - Damaged	2	1	4	2	1	1							11
Mishandling of Passenger Property - Damaged	1		1	2	1								5
Mishandling of Passenger Property - Disassembled	1												1
No Jurisdiction		1	1										2
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP		1											1
Patdown	2		1	3	3	4							13
Patdown - Children						1							1
Patdown - Flyer	2		1	3	3	3							12
Persons w/ Disabilities (PWD)	1	1	5	3	3	4							14
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) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			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		1		1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2				2						4
Property - Special Handling		4	3	3	2	2	4						18
Property - Special Handling - Damaged It		3	2	2		1							8
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Item		1		1		1							5
Property - Special Handling - Missing Items - Checke			1		1								3
Screening		7	10	5	6	2	8						38
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1											1
Screening - Lengthy Lines		2	3	2	1	2	5						15
Screening - Procedures/Process		4	6	3	4		3						20
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
SAT	138	140	148	123	128	166	121	115	127	102	101	115	1,524
2022	21	34	33	22	34	73	57	58	62	59	52	51	556
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	1	1	1		4	1			1	1		11
Civil Rights - Hair Patdowns		1											1
Civil Rights - Profiling							1						1
Civil Rights - Race						2						1	3
Civil Rights - Racial Profiling or Discrimination	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			2							3
Civil Rights - Transgender Screening											1		1
Claims	1												1
Claims - Status	1												1
Customer Service	3	6	3		3	10	4	1	4	3	3	2	42
Customer Service - TSO	3	6	3		3	10	4	1	4	3	3	2	42
Expedited Passenger Screening Program	14	26	24	16	26	50	42	47	53	48	42	39	427
Expedited Passenger Screening Program - Active Duty		1	1							1	1		4
Expedited Passenger Screening Program	2	1	1			4		1	2	1	1		13
Expedited Passenger Screening Program - TSA Appl		3	1		1		2	2	2	3			14
Expedited Passenger Screening Program	12	21	21	16	25	46	40	43	48	43	38	39	392
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1		2		4
Locks			1			2					1	1	5
Locks - Missing or Damaged Lock			1			2					1	1	5
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		1	3
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown					1		2	1	1	2	1	1	9
Patdown - Flyer					1		2	1	1	2	1	1	9
Persons w/ Disabilities (PWD)							3	1		1	2	1	8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes							1			1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1			1		3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	1		1	1	2	1	1	1		2			10
Property - Special Handling - Damaged Items - Carry-On			1		1					1			3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On					1		1	1		1			4
Property - Special Handling - Missing Items - Checked				1		1							2
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	1		1	3	2	5	3	5	3	2	1	5	31
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1				2	1		1		1			6
Screening - Lengthy Lines							1						2
Screening - Opposite Gender													1
Screening - Procedures/Process			1	2		4	2	3	3	1	1	3	20
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	50	52	59	54	60	47	64	57	65	43	49	64	664
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights	1		1			1			1				5
Civil Rights - Race			1			1			1				3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening	1												1
Customer Service		2	4	4	1	5	3	4	3	1	1	2	30
Customer Service - TSO		2	4	4	1	5	3	4	3	1	1	2	30
Expedited Passenger Screening Program	42	45	48	38	53	38	55	41	53	38	42	51	544
Expedited Passenger Screening Program - DoD		1	2							1	2		6
Expedited Passenger Screening Program - TSA Appl	1			1		1		1	2	2	2	1	11
Expedited Passenger Screening Program	42	43	46	37	52	37	55	40	51	35	38	50	526
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Federal Air Marshall Service (FAMS)				1									1
Federal Air Marshall Service (FAMS) - General				1									1
Locks								1		1	1		3
Locks - General								1					1
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property	1	1	1	4	1	1	3	5	4	1			22
Mishandling of Passenger Property - Dam	1			2		1		1	2	1			8
Mishandling of Passenger Property - Damaged/Missii		1		1	1		2	1	2				8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1			1	2					5
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown		1				1	1	2					5
Patdown - Children							1						1
Patdown - Flyer		1				1		2					4
Persons w/ Disabilities (PWD)		1	1	1			1				2	2	8

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Breast Cancer			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) - 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								1	3
Property - Special Handling	2	1	1	1	2			1	1	1	1	1	12
Property - Special Handling - Damaged Items - Checked	2	1	1						1				6
Property - Special Handling - Damaged Items - Missing				1	1						1		3
Property - Special Handling - Missing Items - Carry-On				1				1		1			3
Screening	4	1	3	5	3	1	1	2	3	1	2	5	31
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1		3	2						1		8
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	3		2	2	1	1	1	2	3	1	1	4	21
TWIC												1	1
TWIC - General												1	1
2024	67	54	56	47	34	46							304
Civil Rights				1	1	2							4
Civil Rights - Race				1	1	2							4
Customer Service	6	8	5	9	3	10							41
Customer Service - TSO	6	8	5	9	3	10							41
Expedited Passenger Screening Program	55	30	45	30	23	30							213
Expedited Passenger Screening Program - DoD		1		1	1								3
Expedited Passenger Screening Program	2		5	1	1	3							12
Expedited Passenger Screening Program	53	29	40	28	21	27							198
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--Checked			1	2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction					2	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		1		1							4
Patdown - Flyer	1	1		1		1							4
Persons w/ Disabilities (PWD)	1	4	2	1	2								10
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		3	2	2	1	1							9
Property - Special Handling - Damaged Items - Carry		1	1	1									3
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Items - Checked		1	1										2
Screening	3	8		1	2								14
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1	1			1								3
Screening - Procedures/Process	2	6		1									9
Screening - Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	61	78	82	50	43	62	66	78	60	38	61	53	732
2022	16	24	19	11	12	21	35	46	34	14	40	26	298
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	1	2	2	1		2	1				2	13
Customer Service - TSO	2	1	2	2	1		2	1				2	13
Expedited Passenger Screening Program	12	12	16	8	11	19	26	35	28	11	36	21	235
Expedited Passenger Screening Program - Active Duty Military	1				2		1	2					6
Expedited Passenger Screening Program - DoD	2	2	3			1	1		2		1		12
Expedited Passenger Screening Program - TSA Application Program	9	10	13	8	9	18	23	33	26	11	35	21	216
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks		2							2	1			3
Locks - Missing or Damaged Lock		2							2	1			3
Mishandling of Passenger Property		1						1			2		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
Patdown									2	1			3
Patdown - Flyer									2	1			3
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	3	1	1				4		2	1	2		14
Property - Special Handling - Damaged Items - Carry-On	1		1				4		1		2		9
Property - Special Handling - Damaged Items - Checked Baggage	1												1
Property - Special Handling - Missing Items - Carry-On			1						1	1			3
Property - Special Handling - Missing Items - Checked Baggage	1												1
Screening	1	4				2	2	4	2	2		2	19
Screening - Inconsistency	1									1			2
Screening - Procedures/Process		4				2	2	4	2	1		2	17
2023	23	26	41	24	14	23	31	32	26	24	21	27	312
Airline							1			2		1	4
Airline - Policy/Regulations/Service							1			2		1	4
Civil Rights	1					1				2	1	1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	2	1	1	1	1			2		2			10
Customer Service - Others			1										1
Customer Service - TSO	2	1		1	1			2		2			9
Expedited Passenger Screening Program	19	19	33	22	11	21	26	25	25	20	16	23	260
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				1		1	1				2		5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	19	19	32	21	11	20	25	24	23	20	13	23	250
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Mishandling of Passenger Property			1		1		2				1		5
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage							1						1
Patdown			1								1		2
Patdown - Flyer			1								1		2
Persons w/ Disabilities (PWD)		2	1					1					4
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		2											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling	1	1			1		1	2					6
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Missing Items - Carry-On	1	1					1						3
Property - Special Handling - Missing Items - Checked Baggage					1								1
Screening	1	3	3	1			2	2	1		2	3	18
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1				1		1				3
Screening - Procedures/Process	1	2	2	1				2			2	2	12
Screening - Retrieving Abandoned/Confiscated Items							1						1
2024	22	28	22	15	17	18							122
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights			2										2
Civil Rights - Profiling			1										1
Civil Rights - Race			1										1
Customer Service		1	1		4	3							9
Customer Service - TSO		1	1		4	3							9
Expedited Passenger Screening Program	21	24	17	13	12	13							100
Expedited Passenger Screening Program - TSA Appl	2					1							3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	21	22	17	13	12	12							97
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown		1	1	1									3
Patdown - Flyer		1	1	1									3

TSA Contact Center Traveler Complaints Report

Categories	10-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		1						4
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
Screening		1				1							2
Screening - Crew Member or Airline Empl		1											1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	2	3	1		3		4			1	1	18
2022	1	2	2			2		4			1	1	13
Civil Rights													1
Civil Rights - Race													1
Customer Service			1					1					3
Customer Service - TSO			1					1					3
Expedited Passenger Screening Program	1	1							3				6
Expedited Passenger Screening Program	1	1							3				6
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening				2									2
Screening - Children				1									1
Screening - Procedures/Process				1									1
2023	1		1			1							3
Expedited Passenger Screening Program	1		1				1						3
Expedited Passenger Screening Program	1		1				1						3
2024	1			1									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	20	25	18	21	10	31	27	24	16	23	27	21	263
2022	1	3	3	8	2	9	20	16	8	14	8	9	101
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	1							2					1
Customer Service - TSO	1							2					1
Expedited Passenger Screening Program		2	3	6	2	8	15	12	6	13	7	7	81
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				2					1				3
Expedited Passenger Screening Program - TSA PreC		2	3	4	2	8	15	11	5	13	7	7	77
Patdown						1	2			1			1
Patdown - Flyer						1	2			1			1
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Dev		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
Screening				1			2	2	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process				1			2	1	1				5
2023	10	14	9	8	6	12	7	8	8	9	19	12	122
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service		2							1				4
Customer Service - TSO		2						1		1			4
Expedited Passenger Screening Program	7	11	7	6	5	10	5	8	5	7	16	5	92
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	7	10	7	6	5	10	5	8	4	7	16	5	90
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 - Dam	1		1										1
Patdown				1									2
Patdown - Flyer				1									2
Persons w/ Disabilities (PWD)	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
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1	1	1	1		2	1				3	2	12
Screening - Inconsistency			1								1	2	4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1	1				2	1				2		7
2024	9	8	6	5	2	10							40
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service			2										2
Customer Service - TSO			2										2
Expedited Passenger Screening Program	7	7	3	1	1	8							27
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	7	3	1	1	8							26
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									2
Patdown			1	1									2
Patdown - Flyer			1	1									2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening	1				1	2							4
Screening - Procedures/Process	1					2							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
SBD	2			1		2	1				1	1	8
2022												1	1
Customer Service												1	1
Customer Service - Others												1	1
2023	2					1	1				1		5
Civil Rights	2												2
Civil Rights - Race	2												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
2024				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

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Categories	10-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	11	9	12	11	9	13	9	5	10	9	7	10	115
2022	2	2	3	2	2	7	5	3	7	4	3	5	45
Civil Rights													1
Civil Rights - Race													1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2	6	2	3	4	29
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1	1	1	1	2	3	2	6	2	3	4	28
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown		1											1
Patdown - General		1											1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Carry-On							2						2
Screening			1		1	4		1		2			9
Screening - Inconsistency						2							2
Screening - Procedures/Process			1		1	2		1		2			7
2023	7	2	3	7	6	2	4	2	3	5	4	5	50
Civil Rights										1		1	2
Civil Rights - Race										1		1	2
Customer Service				1	1	1	2						5
Customer Service - TSO				1	1	1	2						5
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3	3	35
Expedited Passenger Screening Program	6	2	3	5	5	1	1	1	3	2	3	3	35
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
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening	1			1				1					3
Screening - Procedures/Process	1			1				1					3
2024	2	5	6	2	1	4							20
Expedited Passenger Screening Program	2	3	4	2	1	4							16
Expedited Passenger Screening Program	2	3	4	2	1	4							16
No Jurisdiction		1											1
No Jurisdiction - Refer to Department of State		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				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
SBP	16	18	10	4	18	27	9	9	9	8	12	7	147
2022	4	4	3		6	7	5	2	5	3	6		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service	1				2		1	1		1	1		7
Customer Service - TSO	1				2		1	1		1	1		7
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	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
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1						1
2023	4	4	4	3	6	9	4	7	4	5	6	7	63
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	3	4	3	2	5	7	3	7	4	4	6	4	52
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program									1		1		2
Expedited Passenger Screening Program	3	3	2	2	5	7	3	7	3	4	5	4	48
Patdown	1		1			2							4
Patdown - Children						1							1
Patdown - Flyer	1		1			1							3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening							1			1		3	5
Screening - Procedures/Process							1			1		3	5
2024	8	10	3	1	6	11							39
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		2	1		1	2							6
Customer Service - CSM						1							1
Customer Service - TSO		2	1		1	1							5
Expedited Passenger Screening Program	4	5	2	1	5	9							26
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	4	5	2	1	5	7							24
Patdown	1												1
Patdown - Children	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Screening	1	2											3
Screening - Lengthy Lines	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
SBY	3		1		3	1	1	2	1	1		2	15
2022	1											1	2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening													1
Screening - Procedures/Process													1
2023			1			1	1	2	1	1		1	8
Civil Rights								1					1
Civil Rights - National Origin								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1			1	1	1					5
Expedited Passenger Screening Program - TSA PreCheck			1			1	1	1					5
Screening									1				1
Screening - Retrieving Abandoned/Confiscated Items									1				1
2024	2				3								5
Expedited Passenger Screening Program	2				3								5
Expedited Passenger Screening Program	2				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
SCC	2		1	1	3	3		1	1	2	1	2	17
2022					1					2	1	1	5
Expedited Passenger Screening Program					1					2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck					1					2	1	1	5
2023	1			1	1	3		1	1				9
Expedited Passenger Screening Program	1			1	1	3		1	1				9
Expedited Passenger Screening Program	1			1	1	3		1	1				9
2024	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3
Expedited Passenger Screening Program	1		1		1								3

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	2	1	1	2	2	1	2	1	20
2022	1		1				1	1	1		1	1	7
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
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
Property - Special Handling							1		1				2
Property - Special Handling - Missing Items - Carry-On							1		1				2
2023		1	2	1	1			1	1	1	1		9
Expedited Passenger Screening Program			2		1			1	1		1		6
Expedited Passenger Screening Program - TSA PreCheck			2		1			1	1		1		6
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
2024	1			1	1	1							4
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1			1									2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	95	66	86	67	74	91	51	65	66	68	62	77	868
2022	24	18	18	13	18	29	28	39	27	29	31	40	314
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			2								1		3
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1			1	2	1	3		1	11
Customer Service - TSO		1	1	1			1	2	1	3		1	11
Expedited Passenger Screening Program	20	15	12	5	17	22	22	37	23	24	25	37	259
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	2					1	4	2	1	1	4	16
Expedited Passenger Screening Program	19	12	12	5	16	22	21	33	21	23	24	33	241
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			1		1			1	6
Patdown - Flyer				2			1		1			1	5
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1	1	1			1						3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	3		2	2	1		2				1		11
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Item	1		1				1						3
Property - Special Handling - Missing Item	2			2	1		1						6
Screening		1		1		6	1		1	2	4	1	17
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process		1		1		4	1		1	2	3	1	14
2023	37	21	42	33	31	26	23	26	39	39	31	37	385
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights				1			1		1				3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race							1		1				2
Customer Service	2	1		1				1		1	1	1	8
Customer Service - TSO	2	1		1				1		1	1	1	8
Expedited Passenger Screening Program	34	15	34	25	26	23	18	24	31	31	21	32	314
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	34	14	34	24	26	23	18	24	31	30	21	32	311
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Locks										3	1	1	5
Locks - General										1		1	2
Locks - Missing or Damaged Lock										2	1		3
Mishandling of Passenger Property		2	1	1	1	1	1		1	3			11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1	2			4
Mishandling of Passenger Property - Damaged/Missii		2	1	1			1						5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction									1			1	2
No Jurisdiction - No Referral									1			1	2
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)			1		1						1	1	4
Persons w/ Disabilities (PWD) - Breast Cancer												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) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling			2							1	1	1	5
Property - Special Handling - Damaged Items - Carry-On			1							1	1		3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1	2	3	5	3	2	3		5		6		30
Screening - Crew Member or Airline Empl	1			1									2
Screening - Inconsistency		1		1	1		1		1				5
Screening - International Screening					1								1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		1	3	3	1	2	2		3		6		21
2024	34	27	26	21	25	36							169
Airline	1			1									2
Airline - Policy/Regulations/Service	1			1									2
Civil Rights							1						1
Civil Rights - National Origin							1						1
Customer Service	2	3	5		1	1							12
Customer Service - TSO	2	3	5		1	1							12
Expedited Passenger Screening Program	26	20	17	17	20	31							131
Expedited Passenger Screening Program - TSA Application Pro	1	1	1	1	1	2							5
Expedited Passenger Screening Program	26	20	16	16	19	29							126

TSA Contact Center Traveler Complaints Report

Categories	10-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			2			2							4
Mishandling of Passenger Property - Damaged/Missing Items--C			2			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							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Property - Special Handling		1	1	1									3
Property - Special Handling - Missing Items - Carry-C			1	1									2
Property - Special Handling - Missing Item		1											1
Screening		2	2	2	3								9
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		2	1	1	1								5
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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
2023				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

TSA Contact Center Traveler Complaints Report

Categories	10-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	810	750	761	549	574	721	562	590	655	587	672	719	7,950
2022	117	167	169	120	160	229	253	284	265	221	301	358	2,644
Additional Information Required/Insufficient Information													2
Additional Information Required/Insufficient Information - EMAIL ONLY													2
Airline		1				1		2	1	1			7
Airline - Lost Baggage								1				1	2
Airline - Policy/Regulations/Service		1				1			1	1			5
Cargo								1					1
Cargo - Known Shipper								1					1
Civil Rights	7	4	1	3		1	5	4	2	3	3	3	36
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin										1			1
Civil Rights - Race						1	2	3		2	2	2	12
Civil Rights - Racial Profiling or Discrimination	2	3	1	3									9
Civil Rights - Screening of Religious or Cultural Practices	1												1
Civil Rights - Sex/Gender/Gender Identity	2	1					1				1		5
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1						1		2			1	5
Claims	1					1			1	1			4
Claims - General	1												1
Claims - Status						1			1	1			3
Customer Service	13	19	22	7	13	28	22	34	28	31	40	37	294
Customer Service - CSM						1							1
Customer Service - Others		1											1
Customer Service - TSO	13	18	22	7	13	27	22	34	28	31	40	37	292
Expedited Passenger Screening Program	61	114	118	84	119	160	192	188	191	138	196	244	1,805
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - Children Under 12						1							1
Expedited Passenger Screening Program - DoD		2	1	2	1	3	3		1			2	15
Expedited Passenger Screening Program - Other	5	13	10	8	4	5	6	10	11	2	7	11	92
Expedited Passenger Screening Program - TSA/DHS	56	98	107	74	111	152	183	176	178	136	189	230	1,690
Expedited Passenger Screening Program - TSA/DHS - Other	1				2			2				1	6
Identification (ID) Requirements	1	2		1									4
Identification (ID) Requirements - Domestic	1	2											3
Identification (ID) Requirements - Minors Domestic				1									1
Locks	1			1	1	2	1				2	1	9
Locks - Missing or Damaged Lock	1			1	1	2	1				2	1	9
Lost and Found				1					1		3	1	6
Lost and Found - Airport/TSA				1					1		3	1	6
Mishandling of Passenger Property	6	3	2	5	4	3	6	6	1	6	3	6	51
Mishandling of Passenger Property - Damaged/Missing Items	2	1	1	1	1		4	1	1	4	1	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	1	1	4	1	2	2	4		1	2	4	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	4				2	1		1					9
No Jurisdiction		1	2	1	2		2	1	3	1	3	2	18
No Jurisdiction - No Referral							1	1	2	1			5
No Jurisdiction - Refer to CBP			1		2		1		1		1	1	7
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other		1	1	1							1	1	5
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	2	1	1	1		3	2	7	2	8	18	5	50
Patdown - Children							1			1	3		5
Patdown - Flyer	2		1	1		2	1	7	2	7	15	5	43
Patdown - Flyer as Observer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	5	3	7	1		3	4	7	8		6	7	51
Persons w/ Disabilities (PWD) - Autism Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Cognitive	1										1		2
Persons w/ Disabilities (PWD) - Diabetes		1				3		1	1			1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General		1	1	1			1						4
Persons w/ Disabilities (PWD) - Hearing Impairment	1								2			1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					2
Persons w/ Disabilities (PWD) - Medically Necessary	2	1					1	1	1		1	2	9
Persons w/ Disabilities (PWD) - Mobility Impairment	1						1						2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			3										3
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					3	1		2	1	8
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		2											2
Property - Special Handling	11	8	9	9	7	11	2	8	4	6	14	7	96
Property - Special Handling - Damaged Items	3	1		6	4	1	1	2		1	5	1	25
Property - Special Handling - Damaged Items - Other	3	2	1		1	5		1		3	3	3	22
Property - Special Handling - Missing Items	3	3	3	2		1	1	3	3	1	4		24
Property - Special Handling - Missing Items - Other	2	2	5	1	2	4		2	1	1	2	3	25
Screening	9	9	7	6	13	17	17	26	23	26	12	42	207
Screening - Children					2								2
Screening - Crew Member or Airline Employee							1						2
Screening - Gate Pass													1
Screening - Inconsistency	2		1		1	1	3	1	3	2	1	3	18

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3				4	4	15	3	2	6	22	60
Screening - Procedures/Process	6	5	6	5	10	10	8	10	17	22	5	15	119
Screening - Retrieving Abandoned/Confiscated Items		1				2	1						4
2023	322	300	313	236	246	259	309	306	390	366	371	361	3,779
Additional Information Required/Insufficient Information		2											2
Additional Information Required/Insufficient Informati		2											2
Airline	4	2						1		2		1	10
Airline - Lost Baggage	1	1								2			4
Airline - Policy/Regulations/Service	2	1						1				1	5
Airline - Wheelchair Assistance	1												1
Civil Rights	4	7	4	2	3	9	5	7	8	5	10	8	72
Civil Rights - Age						1			2		1		4
Civil Rights - Constitutional Rights					1	1			1				3
Civil Rights - National Origin		1						1	1			1	4
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Profiling								1			1		2
Civil Rights - Race	3	2	3		2	2	2	2	3	2	3	2	26
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1			3	2	3		1	1	4	16
Civil Rights - Sexual Orientation - Not Tra	1			1								1	3
Civil Rights - Transgender Screening		3				1	1		1	1	3		10
Claims					1								1
Claims - Status					1								1
Customer Service	35	21	25	31	24	31	31	30	35	41	34	44	382
Customer Service - CSM	1												1
Customer Service - Others							2						2
Customer Service - TSO	34	21	25	31	24	31	29	30	35	41	34	44	379
DHS TRIP								1					1
DHS TRIP - General								1					1
Expedited Passenger Screening Program	238	225	235	165	173	161	212	205	239	230	236	241	2,560
Expedited Passenger Screening Program - Active Duty Military				1				1					2
Expedited Passenger Screening Program	3	3				1			1	2		1	11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	8	8	10	2	6	4	4	5	3	2		5	57
Expedited Passenger Screening Program	226	214	225	162	167	156	208	199	235	225	235	235	2,487
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1	1		2
Hazardous Materials Safety										2			2
Hazardous Materials Safety - General										2			2
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Locks		2		1		2		2	1		3	1	12
Locks - General		1		1									2
Locks - Missing or Damaged Lock		1				2		2	1		3	1	10
Lost and Found						1	1	1		1	2	1	7
Lost and Found - Airport/TSA						1	1	1		1	2	1	7
Mishandling of Passenger Property	4	6	8	3	5	5	6	3	6	6	16	10	78
Mishandling of Passenger Property - Damaged/Missii	3	5	2	2	3	3	1	3	3	3	8	2	35
Mishandling of Passenger Property - Dam	3	3	3	1	3	1	2	2	3	2	6	7	36
Mishandling of Passenger Property - Disa	1					1	1			1	2	1	7
No Jurisdiction		1	3		3	1		1	3	3	1	1	17
No Jurisdiction - No Referral			1		2				1				4
No Jurisdiction - Refer to CBP			2						1	3	1	1	8
No Jurisdiction - Refer to Other		1			1	1		1	1				5
Patdown	6	2	2	4	4	7	4	2	13	12	6	4	66
Patdown - Children										2			2
Patdown - Flyer	6	2	2	4	4	6	4	2	13	10	6	4	63
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	3	9	5	1	2	6	5	13	10	12	5	11	82
Persons w/ Disabilities (PWD) - Autism Spectrum						1		1	2		1	1	6
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					3			4
Persons w/ Disabilities (PWD) - Diabetes		1				1	1		2				5
Persons w/ Disabilities (PWD) - General				1		2			2	1	1		7
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr			1			1		2					4
Persons w/ Disabilities (PWD) - Medically Necessary		3					1	5	1	3	2	7	22
Persons w/ Disabilities (PWD) - Metal Imp	1	2							1			1	5
Persons w/ Disabilities (PWD) - Mobility C	1		2			1	1	2		1			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1						1		1				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
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		4					1	1		3			9
Property - Special Handling	7	9	6	8	5	5	7	4	9	5	8	5	78
Property - Special Handling - Damaged It	2	3		2		3	3	1	1	2	3		20
Property - Special Handling - Damaged It	1	3	1	3	2		2		2				14
Property - Special Handling - Missing Item	2	2	3	2	2		1	2	5	3	5	4	31
Property - Special Handling - Missing Item	2	1	2	1		2	1	1	1			1	13
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening	21	14	24	21	26	31	38	36	65	46	50	34	406
Screening - Children	1										1		2

TSA Contact Center Traveler Complaints Report

Categories	10-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 - Crew Member or Airline Employee	3		3	1	2					1	1		11
Screening - Inconsistency	3		1	4	2		2	2	7	5	7	4	37
Screening - International Screening					2					1			3
Screening - Lengthy Lines	5	12	9	5	7	16	17	17	34	17	22	16	177
Screening - Procedures/Process	9	2	9	11	13	14	19	16	24	22	18	14	171
Screening - Retrieving Abandoned/Confiscated Items			2					1			1		4
Screening - Shoe Screening						1							1
2024	371	283	279	193	168	233							1,527
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Airline			1	3									4
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service				1	2								3
Civil Rights	4	5	8	6	11	7							41
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - National Origin		1	2	1									4
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion						1							1
Civil Rights - Race		2	3	3	6	3							19
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity	1	1		2	1	4							9
Civil Rights - Sexual Orientation - Not Transgender						1							1
Civil Rights - Transgender Screening	1		2										3
Claims			1										1
Claims - General			1										1
Customer Service	29	24	36	27	18	25							159
Customer Service - CSM						1							1
Customer Service - TCC		1	1										2
Customer Service - TSO	29	23	35	27	18	24							156
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	282	202	206	122	101	157							1,070
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD		2	1			3							6
Expedited Passenger Screening Program	8	5	11	5	5	3							37
Expedited Passenger Screening Program	274	194	194	117	96	150							1,025
Expedited Passenger Screening Program - TSA/DHS		1											1
Flying Armed				1									1
Flying Armed - General				1									1
Locks	1	1					2						4
Locks - Missing or Damaged Lock	1	1					2						4
Lost and Found		1		1			1						3
Lost and Found - Airport/TSA		1		1			1						3
Mishandling of Passenger Property	8	4	3	6	7	9							37
Mishandling of Passenger Property - Damaged	3		1	2	4	6							16
Mishandling of Passenger Property - Damaged	4	2	2	4	3	3							18
Mishandling of Passenger Property - Disposition	1	2											3
No Jurisdiction	4		2		4	2							12
No Jurisdiction - No Referral			2		1	2							5
No Jurisdiction - Refer to CBP	3				3								6
No Jurisdiction - Refer to Other	1												1
Patdown	1	5	3	1	6	4							20
Patdown - Children			2										2
Patdown - Flyer	1	4	1	1	6	3							16
Patdown - Flyer as Observer		1				1							2
Persons w/ Disabilities (PWD)	3	2	4	6	7	6							28
Persons w/ Disabilities (PWD) - Diabetes				1	3								4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General			2										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	1	1		1	2	2							7
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 and Casts						1	1						2
Persons w/ Disabilities (PWD) - Respiratory	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	2									4
Property - Special Handling	11	12	3	8	1	4							39
Property - Special Handling - Damaged Items	4	3	1	2		3							13
Property - Special Handling - Damaged Items	1	1											2
Property - Special Handling - Missing Items	4	5	2	4									15
Property - Special Handling - Missing Items	2	3		2	1	1							9
Request for Assistance				1	1								2
Request for Assistance - Other				1	1								2
Screening	28	27	10	11	12	16							104
Screening - Crew Member or Airline Employee	1	1											2
Screening - Gate Pass		1											1
Screening - Inconsistency	5	4	2	1	1								13
Screening - Lengthy Lines	9	4	1	3	3	8							28
Screening - Procedures/Process	13	17	7	6	8	6							57
Screening - Retrieving Abandoned/Confiscated Items				1		2							3

TSA Contact Center Traveler Complaints Report

Categories	10-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	41	51	44	30	50	34	30	29	28	29	32	23	421
2022	12	14	8	8	16	8	14	19	12	13	17	11	152
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1					1		1	5
Civil Rights - Age		1											1
Civil Rights - Race										1		1	2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Claims		1											1
Claims - Status		1											1
Customer Service		2	1		2	3		3	1	2	1	2	17
Customer Service - TSO		2	1		2	3		3	1	2	1	2	17
Expedited Passenger Screening Program	6	6	4	4	9	2	11	10	9	5	15	6	87
Expedited Passenger Screening Program - TSA Application Program				1	1			1	1		1		5
Expedited Passenger Screening Program	6	6	4	3	8	2	11	9	8	5	14	6	82
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						1					3
Mishandling of Passenger Property - Damaged/Missing	1	1						1					2
Mishandling of Passenger Property - Damaged	1												1
Patdown	2	1		2	1		1	2	1	2		2	14
Patdown - Children		1								1			2
Patdown - Flyer	1			1	1		1	2	1	1		1	9
Patdown - Flyer as Observer	1												1
Patdown - General				1									1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1				1	1	1	1		1			6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								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
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	1		1	2		2	1	1	1	2			11
Screening - Inconsistency								1					1
Screening - Procedures/Process	1		1	2		2			1	2			9
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	7	20	18	9	12	9	16	10	16	16	15	12	160
Airline					1							1	2
Airline - Policy/Regulations/Service					1							1	2
Civil Rights				1		1	1						3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1						2
Customer Service		1	1	1			1		1		1		6
Customer Service - TSO		1	1	1			1		1		1		6
Expedited Passenger Screening Program	4	15	14	6	8	6	12	6	8	6	7	10	102
Expedited Passenger Screening Program - TSA Appl	2												2
Expedited Passenger Screening Program	4	13	14	6	8	6	12	6	8	6	7	10	100
Mishandling of Passenger Property			1				1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1				1		3
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP			1										1
Patdown					1	1			1	1	1		5
Patdown - Children										1			1
Patdown - Flyer					1	1			1				3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1		1						2	3	3	1	11
Persons w/ Disabilities (PWD) - Diabetes										1	1		2
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) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1								1			1	3
Property - Special Handling		2						1		1			4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checke		1						1					2
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	2	2		1	2	1	1	3	4	4	2		22
Screening - Inconsistency	1										1		2
Screening - Lengthy Lines										1	1		2
Screening - Opposite Gender		1											1
Screening - Procedures/Process		1		1	2	1	1	3	4	3			16
Screening - Retrieving Abandoned/Confis	1												1
2024	22	17	18	13	22	17							109
Civil Rights	1				1								2
Civil Rights - Race					1								1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service			2	2	2	2							8
Customer Service - TSO			2	2	2	2							8

TSA Contact Center Traveler Complaints Report

Categories	10-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	14	13	14	8	12	12							73
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA Appl		1	2			1							4
Expedited Passenger Screening Program	14	12	11	8	12	11							68
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 Lug				1									1
Mishandling of Passenger Property - Dam	1			1									2
Patdown	2					1	1						4
Patdown - Flyer	2					1	1						4
Persons w/ Disabilities (PWD)	1	2	1			1	1						6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Carry-On				1		1							2
Screening	3	2		1	3	1							10
Screening - Children	1												1
Screening - Inconsistency	1	1		1									3
Screening - Procedures/Process	1	1				3	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
SFO	795	715	745	519	589	831	685	690	759	644	586	669	8,227
2022	126	157	131	78	145	319	384	344	419	328	303	371	3,105
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information			1										1
Airline			1			1	2		2	1			3
Airline - Baggage Requirements										1			1
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			1			1	2		1				2
Animals										1			1
Animals - Carry-On										1			1
Civil Rights	2	3	4	1	1	2	2	2	2	3	2	3	27
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear													1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified							1						1
Civil Rights - Race					1	2		2	1	2	2	2	12
Civil Rights - Racial Profiling or Discrimination		3	2	1									6
Civil Rights - Sex/Gender/Gender Identity	1		1				1		1				4
Civil Rights - Transgender Screening										1			1
Claims		1											1
Claims - General		1											1
Customer Service	3	11	11	8	8	4	8	11	17	10	9	11	111
Customer Service - TSO	3	11	11	8	8	4	8	11	17	10	9	11	111
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	98	124	99	56	128	296	360	304	373	290	277	330	2,735
Expedited Passenger Screening Program - DoD				1	1	2	1		1	1			7
Expedited Passenger Screening Program	10	13	10	5	6	2	16	9	19	9	7	12	118
Expedited Passenger Screening Program	88	110	89	50	121	290	343	295	353	277	270	317	2,603
Expedited Passenger Screening Program - TSA/DHS		1				2				3		1	7
Identification (ID) Requirements						1	1						2
Identification (ID) Requirements - Domestic						1	1						2
Locks		2	1					1		2		2	8
Locks - Missing or Damaged Lock		2	1					1		2		2	8
Lost and Found		2		1					2				5
Lost and Found - Airport/TSA		2		1					2				5
Mishandling of Passenger Property	1	4				1	1	7	2		3	5	24
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								3	2				5
Mishandling of Passenger Property - Damaged/Missing Items	1	1									2		4
Mishandling of Passenger Property - Damaged/Missing Items		2				1	1	4				3	11
Mishandling of Passenger Property - Disarrayed Item		1									1	2	4
No Jurisdiction			3	1		1	1	1	2	1		2	12
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			2				1		1	1		2	7
No Jurisdiction - Refer to Other			1	1		1			1				4
Patdown	1	3	1			1	1	2	1	1	5	2	18
Patdown - Children			1								1		2
Patdown - Flyer	1		2	1		1	1	2	1	1	4	2	16
Persons w/ Disabilities (PWD)	2		2		1	1	1	4	3	3	1	3	20
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1		1		1								4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								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) - 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			2
Persons w/ Disabilities (PWD) - Prostheses	1							1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1					1	1			1	4
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	4	1		5	1	1	4	1	1	1	2	2	23
Property - Special Handling - Damaged Items	1			3				1			2	1	8
Property - Special Handling - Damaged Items	1						2						3
Property - Special Handling - Missing Items	1	1		2			2		1			1	8
Property - Special Handling - Missing Items	1				1	1				1			4
Screening	14	7	7	5	5	10	5	11	14	14	4	6	102
Screening - Children									1				1
Screening - Inconsistency	2	1	1				1			1		1	7
Screening - Lengthy Lines		1			1	2		3	6	2	1	2	18
Screening - Military					1								1
Screening - Procedures/Process	12	5	5	5	2	8	3	6	6	11	3	3	69
Screening - Retrieving Abandoned/Confiscated Items			1		1		1						4
Screening - Shoe Screening								1					1
Screening - Traveling with Cash									1				1
TWIC	1											1	2
TWIC - General	1											1	2
2023	336	319	353	257	258	299	301	346	340	316	283	298	3,706
Airline	1		1					1					3
Airline - Policy/Regulations/Service	1		1					1					3
Civil Rights		1	1	3		2	2	8	3	3	2	2	27
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin		1											1
Civil Rights - Not Specified										1			1
Civil Rights - Perceived Religion									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 - Race			1			1		5	1	1	1	1	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2				1			1		4
Civil Rights - Transgender Screening				1		1	2	1	1	1			7
Claims			1										1
Claims - Status			1										1
Customer Service	14	8	10	13	10	9	11	14	14	13	11	14	141
Customer Service - Others									2				2
Customer Service - TSO	14	8	10	13	10	9	11	14	12	13	11	14	139
DHS TRIP	1							1					2
DHS TRIP - General	1							1					2
Expedited Passenger Screening Program	297	287	324	221	227	266	261	295	295	269	239	260	3,241
Expedited Passenger Screening Program	2							1		1			4
Expedited Passenger Screening Program	8	6	4	6	8	3	2	5	5	9	5	2	63
Expedited Passenger Screening Program	286	278	319	215	219	262	259	289	290	259	234	257	3,167
Expedited Passenger Screening Program	1	3	1			1						1	7
Locks	1	2		2	2		1			2	1	2	13
Locks - General				1									1
Locks - Missing or Damaged Lock	1	2		1	2		1			2	1	2	12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	7		2	2	1	4	2	3	3	2	8	1	35
Mishandling of Passenger Property - Dam	1					1							2
Mishandling of Passenger Property - Dam	2		1		1	1		1	3	1	4		14
Mishandling of Passenger Property - Dam	3		1	2		2	1	1		1	4		15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa	1							1				1	3
No Jurisdiction	4	3	1	2		1	3	3	2	3	3	3	28
No Jurisdiction - No Referral		1		1			1	2		1			6
No Jurisdiction - Refer to CBP	3	2				1	2		1	1	2	1	13
No Jurisdiction - Refer to Other	1		1	1				1	1	1	1	2	9
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown	1	4	3	1		1	1	2	3	3		3	22
Patdown - Flyer	1	4	2	1		1	1	2	3	3		2	20
Patdown - Flyer as Observer			1									1	2
Persons w/ Disabilities (PWD)	1	5	1	2	2	3	4	3	1	7	1	3	33
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1			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			2
Persons w/ Disabilities (PWD) - General		1				1							2
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		1		1		1			1	2			6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1							1		1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Touch Av	1							1					2
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3		1	1		1	1		1		1	8
Property - Special Handling	1	3	2	2	1	2	3	4	4	5	6	1	34
Property - Special Handling - Damaged Items - Carry-On						1	3	1		3			8
Property - Special Handling - Damaged Items - Check		1	1	1							1		4
Property - Special Handling - Missing Item	1				1			2	3	2	3	1	13
Property - Special Handling - Missing Items - Checke		2	1	1		1		1	1		2		9
Screening	7	6	7	9	15	11	13	12	15	8	12	8	123
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1	2	2	1			2	4		1	2	17
Screening - Lengthy Lines										1	4		5
Screening - Procedures/Process	5	5	4	7	13	7	13	10	11	7	7	6	95
Screening - Retrieving Abandoned/Confiscated Items					1	4							5
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2024	333	239	261	184	186	213							1,416
Airline	1			1			1						3
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service	1												1
Airline - Wheelchair Assistance				1									1
Civil Rights	2	7	3	8	2	7							29
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights						1	1						2
Civil Rights - Headwear		1	1	3									5
Civil Rights - National Origin		1	1		1								3
Civil Rights - Not Specified			1	1									2
Civil Rights - Perceived Religion							1						1
Civil Rights - Profiling		1											1
Civil Rights - Race	2	3		2		2							9
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		2		1							4
Claims			1										1
Claims - Status			1										1
Customer Service	11	16	20	15	15	16							93
Customer Service - CSM						1							1
Customer Service - Others						1							1
Customer Service - TCC						1							1
Customer Service - TSO	11	16	20	15	15	13							90
DHS TRIP			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
DHS TRIP - General				1									1
Expedited Passenger Screening Program	294	192	221	145	151	170							1,173
Expedited Passenger Screening Program	5	3	13	5		3							29
Expedited Passenger Screening Program	288	189	207	140	151	167							1,142
Expedited Passenger Screening Program	1		1										2
Locks		2	1	1	1	1							6
Locks - Missing or Damaged Lock		2	1	1	1	1							6
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	3	2		3	3	5							16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	2							4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Bag	3	2		1	1	3							10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag				1	1								2
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
Ombudsman				1									1
Ombudsman - General				1									1
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)	3	3		2	5	3							16
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	1					1	1						3
Persons w/ Disabilities (PWD) - Prostheses	2			1	1								4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2				1							3
Property - Special Handling	3	5	5	1	3	2							19
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	4	3			1							9
Property - Special Handling - Missing Items - Checked	2	1	2			1	1						7
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	13	11	6	4	4	6							44
Screening - Children				1									1
Screening - Inconsistency	2	1	1		1	1							6
Screening - Lengthy Lines	3	1	1			1	1						7
Screening - Procedures/Process	8	7	4	2	2	3							26
Screening - Retrieving Abandoned/Confiscated Items		2				1							3
Screening - Security Breach				1									1
TWIC						1							1
TWIC - General						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	18	24	16	21	19	23	21	23	9	15	10	18	217
2022	6	5	4	6	10	7	6	11	4	8	5	11	83
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	1	2			1								2
Customer Service - TSO	1	2			1								2
Expedited Passenger Screening Program	3	3	1	3	6	6	4	9	4	6	3	9	57
Expedited Passenger Screening Program - TSA Application Program					1			1				1	3
Expedited Passenger Screening Program	3	3	1	3	5	6	4	8	4	6	3	8	54
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
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) - Diapers/Garments/Dressings/Masks				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 - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1		1	1	1		1	1		1	1		8
Screening - Inconsistency					1			1			1		3
Screening - Procedures/Process	1		1	1			1			1			5
2023	5	9	5	8	6	7	15	12	5	7	5	7	91
Civil Rights		1	1					1					3
Civil Rights - Race		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	4	6	2	7	5	7	8	11	4	6	2	5	67
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1	1		1					1	4
Expedited Passenger Screening Program	4	6	2	6	4	6	7	11	4	6	2	4	62
Lost and Found							1						1
Lost and Found - Airport/TSA							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						2						3
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening		1	1		1		3				1	2	9
Screening - Inconsistency												1	1
Screening - Procedures/Process		1	1		1		3				1	1	8
2024	7	10	7	7	3	9							43
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	4	8	6	6	2	8							34
Expedited Passenger Screening Program - TSA Application Program		1	1										2
Expedited Passenger Screening Program	4	7	5	6	2	8							32
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	1		1								4
Screening - Procedures/Process	1	1	1		1								4

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	8	6	3		6	5	5	5	3	1	12	61
2022	4	1	2	3		3	4	3	3	1		6	27
Civil Rights	1								1				2
Civil Rights - Race									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	3		1			3	1	2	1	1		5	17
Expedited Passenger Screening Program - TSA Application Program	1												1
Expedited Passenger Screening Program - TSA PreC	2		1			3	1	2	1	1		5	16
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening		1					2	1	1				5
Screening - Inconsistency		1					1						2
Screening - Procedures/Process							1	1	1				3
2023		4	2	1			1	2	2	2	1	6	21
Customer Service			1				1			1		1	4
Customer Service - TSO			1				1			1		1	4
Expedited Passenger Screening Program		3	1	1				1	2	1		4	13
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		3	1					1	2	1		4	12
Patdown		1									1		2
Patdown - Flyer		1									1		2
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1				1	2
2024	3	3	2	2		3							13
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1	1	2	2		1							7
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program - TSA PreC	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 - Damaged	1												1
Patdown		1											1
Patdown - Flyer as Observer		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
SHD	1										1		2
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	6		4	2	3	2	1	1		1		23
2022	2	3		1	2	2	1	1	1		1		14
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					2
Customer Service - TSO	1							1					2
Expedited Passenger Screening Program		1			1	2			1		1		6
Expedited Passenger Screening Program - TSA PreC		1			1	2			1		1		6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
Patdown		1					1						2
Patdown - Flyer							1						1
Patdown - General		1											1
Screening				1									1
Screening - Procedures/Process				1									1
2023						1	1						2
Customer Service						1	1						1
Customer Service - TSO						1							1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2024	1	3		3									7
Expedited Passenger Screening Program	1	2		3									6
Expedited Passenger Screening Program	1	2		3									6
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	13	14	12	11	19	13	11	7	11	9	13	8	141
2022	2	3	2	4	4	5	7	3	6	3	7	5	51
Customer Service		2				1					1		4
Customer Service - TSO		2				1					1		4
Expedited Passenger Screening Program	1		1	4	1	2	6	3	5	2	1	5	31
Expedited Passenger Screening Program - TSA Application Program						1			2			1	4
Expedited Passenger Screening Program	1		1	4	1	1	6	3	3	2	1	4	27
Mishandling of Passenger Property							1						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) - Wheelchair/ Scooter			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Toc		1											1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Screening			1		3	1			1	1	2		9
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1						1
Screening - Procedures/Process					3				1		2		6
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	6	7	6	3	7	6	4	4	5	6	6	3	63
Civil Rights													2
Civil Rights - Race													2
Customer Service			1								2		3
Customer Service - Others											1		1
Customer Service - TSO			1								1		2
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2	2	41
Expedited Passenger Screening Program	6	5	6	2	4	3	2	2	5	2	2	2	41
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													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					2
Property - Special Handling - Damaged Items - Checked				1				1					2
Screening		1			2	1	1	1		4	1	1	12
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1			2	1	1	1		3	1		10
2024	5	4	4	4	8	2							27
Customer Service	1	1		1									3
Customer Service - TSO	1	1		1									3
Expedited Passenger Screening Program	3	3	1	3	6	1							17
Expedited Passenger Screening Program	3	3	1	3	6	1							17
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--C			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	1							3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1				1								2

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	1	1	1	2	9	1	26
2022		1	2				1	1	1		6		12
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Expedited Passenger Screening Program									1		2		3
Expedited Passenger Screening Program - TSA PreCheck									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							4		5
Screening - Inconsistency											3		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1										1
2023		1				2				2	3	1	9
Expedited Passenger Screening Program		1				1				2	3		7
Expedited Passenger Screening Program - TSA PreC		1				1				2	3		7
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening							1						1
Screening - Inconsistency							1						1
2024	2	1			1	1							5
Civil Rights						1							1
Civil Rights - Transgender Screening						1							1
Expedited Passenger Screening Program	1				1								2
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	1												1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Checkl			1										1
Property - Special Handling - Missing Item	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	150	158	133	109	121	163	113	101	110	99	125	126	1,508
2022	30	51	41	32	42	59	63	47	52	55	69	62	603
Civil Rights	1	3		1			4		3	1	1		14
Civil Rights - Age											1		1
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling							1						1
Civil Rights - Race							3		2	1			6
Civil Rights - Racial Profiling or Discrimination	1	3											4
Customer Service	5	7	3	6		7	3	1	2	3	4	2	43
Customer Service - TSO	5	7	3	6		7	3	1	2	3	4	2	43
Expedited Passenger Screening Program	22	35	30	19	37	43	49	41	42	46	54	54	472
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	1	7	5	1	1	1	3	1	1	2	6	3	32
Expedited Passenger Screening Program	21	28	25	18	36	41	46	40	41	44	48	51	439
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Intranet/Internet Inquiries											1		1
Intranet/Internet Inquiries - General											1		1
Locks			1		1	1			1			1	5
Locks - General													1
Locks - Missing or Damaged Lock			1		1	1			1				4
Mishandling of Passenger Property							4			1	2	1	8
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						3
No Jurisdiction		2		1									4
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		1											1
No Jurisdiction - Refer to Other				1								1	2
Patdown	1	1	2	1		1	2	1		1	3	1	14
Patdown - Flyer	1	1	1	1			2	1		1	3	1	12
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)			1	2		1				1	1		6
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) - 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
Property - Special Handling		2				2		1	1		1	1	8
Property - Special Handling - Damaged Items - Carry-On						1		1	1		1	1	5
Property - Special Handling - Missing Items - Carry-On		2				1							3
Screening	1	1	3	2	2	6	1	3	3	2	2	1	27
Screening - Inconsistency				1		2	1		1	1	1		7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1	1	3	1	2	3		3	1	1	1	1	18
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	69	62	51	36	42	53	50	54	58	44	56	64	639
Airline		1					1						2
Airline - Policy/Regulations/Service		1					1						2
Civil Rights	1	1				2	1		2	2	2	1	12
Civil Rights - Age		1											1
Civil Rights - Not Specified									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Race	1					1			1	1	2		6
Civil Rights - Transgender Screening							1			1		1	3
Customer Service	2	2		1	5	5	4	2	2	2	4	3	32
Customer Service - TSO	2	2		1	5	5	4	2	2	2	4	3	32
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	57	54	45	34	33	38	36	45	44	33	42	56	517
Expedited Passenger Screening Program	2	1	2	2		2		2	1	1	2	1	16
Expedited Passenger Screening Program	55	53	43	32	32	36	36	43	42	32	40	55	499
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1				1				2
Locks			1		1				1	1	1		5
Locks - General			1										1
Locks - Missing or Damaged Lock					1				1	1	1		4
Mishandling of Passenger Property			2			1			2				5
Mishandling of Passenger Property - Damaged/Missing Items--C			1						2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
No Jurisdiction						2				1			3
No Jurisdiction - Refer to CBP						2							2
No Jurisdiction - Refer to Other										1			1
Patdown	3		1		1		1	2			2	1	11
Patdown - Flyer	3		1		1		1	2			2	1	11
Persons w/ Disabilities (PWD)	3	1					2		2		2		10
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal Mobility	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication	1												1
Persons w/ Disabilities (PWD) - Visual Impairment									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1						1				1		3
Property - Special Handling	1		1		1	1	1	1	1	1	1	1	10
Property - Special Handling - Damaged Items - Checked	1		1						1		1		4
Property - Special Handling - Damaged Items - Carry-On					1	1	1						3
Property - Special Handling - 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
Property - Special Handling - Missing Items - Checked												1	1
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	2	3	1	1	1	4	4	4	3	3	2	2	30
Screening - Crew Member or Airline Employee		1				1							2
Screening - Inconsistency		1				1	1			1			4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	1	1		1	2	3	4	3	2	2	2	23
2024	51	45	41	41	37	51							266
Animals					1								1
Animals - Carry-On					1								1
Civil Rights			1	1	2	2							6
Civil Rights - Age						1							1
Civil Rights - Race			1		1	1							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening					1								1
Customer Service	2	4	3	2	7	3							21
Customer Service - TSO	2	4	3	2	7	3							21
Expedited Passenger Screening Program	41	37	33	30	24	40							205
Expedited Passenger Screening Program - TSA Appl		1	1			1							3
Expedited Passenger Screening Program	41	36	32	30	24	39							202
Human Capital			1										1
Human Capital - Prospective Employment with TSA			1										1
Mishandling of Passenger Property	3		1	3	1	1							9
Mishandling of Passenger Property - Dam	2		1	1	1	1							6
Mishandling of Passenger Property - Dam	1			2									3
Patdown	1												1
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) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	3			3	1	3							10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Item	2			3	1	2							8
Screening	1	2	2	1		2							8
Screening - Inconsistency	1	1		1									3
Screening - Procedures/Process		1	2			1							4
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
SJT	2	2	1			2	2	1	2	3	1	1	17
2022		2	1				2	1	2	1	1		10
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program			1	1			1	1	1	1			6
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreC		1	1				1	1		1			5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Screening		1											1
Screening - Procedures/Process		1											1
2023						1				2		1	4
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program - TSA PreCheck										2			2
Screening												1	1
Screening - Procedures/Process												1	1
2024	2					1							3
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program - DoD							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
SJU	101	88	152	128	107	120	82	107	94	72	63	51	1,165
2022	20	25	46	32	23	31	38	55	43	32	29	15	389
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights		1		1					1	1	1		5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Race											1		1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1							1				2
Claims									1				1
Claims - General									1				1
Customer Service	4	2	6	1	2	3	6	6	3	2	2		37
Customer Service - Others			1										1
Customer Service - TSO	4	2	5	1	2	3	6	6	3	2	2		36
Expedited Passenger Screening Program	11	15	31	25	21	22	26	36	29	23	21	11	271
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program	1	1		5	2		1	3	2	2	3		20
Expedited Passenger Screening Program	10	14	30	18	18	22	25	32	27	21	17	11	245
Expedited Passenger Screening Program - TSA/DHS Employee			1	1	1			1					4
Identification (ID) Requirements			1					2					3
Identification (ID) Requirements - Domestic			1					2					3
Lost and Found				1		1	1			1			4
Lost and Found - Airport/TSA				1		1	1			1			4
Mishandling of Passenger Property	1						1	2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1				3
Mishandling of Passenger Property - Dam	1							1		1			3
No Jurisdiction		1										1	2
No Jurisdiction - Refer to CBP		1										1	2
Patdown			1								1	1	3
Patdown - Flyer			1								1	1	3
Persons w/ Disabilities (PWD)			2			1		1	1				5
Persons w/ Disabilities (PWD) - 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) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling	2	2	2				1	3	1	2	1	1	15
Property - Special Handling - Damaged Items - Carry-On								1					2
Property - Special Handling - Damaged Items - Check	1						1			1			3
Property - Special Handling - Missing Item	1	1	1						1		1		5
Property - Special Handling - Missing Item	1		1					2		1			5
Screening	1	4	4	4		1	3	6	6	2	3	1	35
Screening - Inconsistency			1					1	2				4
Screening - Lengthy Lines			1	1				1	1				4
Screening - Procedures/Process	1	4	2	3		1	1	4	3	2	3	1	25
Screening - Retrieving Abandoned/Confiscated Items													2
2023	36	36	55	43	38	46	44	52	51	40	34	36	511
Airline							1	1		2			4
Airline - Lost Baggage							1	1					2
Airline - Policy/Regulations/Service										2			2
Civil Rights	1										1		2
Civil Rights - National Origin	1												1
Civil Rights - Race											1		1
Claims											1		1
Claims - Status											1		1
Customer Service		6	3	3	1	2	2	3	5	1	1	2	29
Customer Service - TSO		6	3	3	1	2	2	3	5	1	1	2	29
Expedited Passenger Screening Program	30	21	45	35	32	34	33	40	34	26	20	27	377
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Appl		1	1				1	1		1		2	7
Expedited Passenger Screening Program	29	20	43	34	32	32	32	39	34	25	20	24	364
Expedited Passenger Screening Program	1			1		2						1	5
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	2	2	2			3			1	2	2	1	15
Mishandling of Passenger Property - Damaged/Missin		1					1			1	1		4
Mishandling of Passenger Property - Dam	2	1	2			2				1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction							1	2			1	1	5
No Jurisdiction - Refer to CBP							1	1				1	3
No Jurisdiction - Refer to Other								1			1		2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1		1	1		1	1	1	1	1		8
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1		1	1			1		5
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Property - Special Handling	1	2	1	2		2	3	3	2	2	1	1	20
Property - Special Handling - Damaged Items - Carry-On			1					1	1	1			4
Property - Special Handling - Damaged Items - Check	1						1	1					4

TSA Contact Center Traveler Complaints Report

Categories	10-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		2			1	1	1				7
Property - Special Handling - Missing Items - Checked						2	1			1	1		5
Screening	2	4	4	2	4	4	3	2	8	5	5	4	47
Screening - Crew Member or Airline Employee				1								1	2
Screening - Inconsistency			1	2	1	2			3	2	1		12
Screening - Lengthy Lines							1		2			1	4
Screening - Procedures/Process	2	2	1		3	2	2	2	3	3	3	3	26
Screening - Retrieving Abandoned/Confiscated Items		1	1		1								3
2024	45	27	51	53	46	43							265
Airline		1	1	1									3
Airline - Policy/Regulations/Service		1	1	1									3
Civil Rights			1	2									3
Civil Rights - Profiling				1									1
Civil Rights - Race			1										1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Claims								1					1
Claims - General								1					1
Customer Service		2	9	7	1	2							21
Customer Service - TCC			2										2
Customer Service - TSO		2	7	7	1	2							19
Expedited Passenger Screening Program	38	20	28	33	33	33							185
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2	1	1	1	1	1							7
Expedited Passenger Screening Program	36	18	27	32	32	32							177
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	1	4	2							11
Mishandling of Passenger Property - Damaged	1				3	1							5
Mishandling of Passenger Property - Damaged	1				1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
No Jurisdiction			1		1	1							3
No Jurisdiction - No Referral			1			1							2
No Jurisdiction - Refer to FAA						1							1
Patdown					1	1							2
Patdown - Children					1								1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	3		3	4	1								11
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility	2		3	3									8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling		3	4	2	1								10
Property - Special Handling - Damaged Items - Checked		2											2
Property - Special Handling - Missing Items - Carry-C		1		1	1								3
Property - Special Handling - Missing Items - Checked			4	1									5
Screening	1	1	2	2	2	2							10
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1		1									2
Screening - Procedures/Process	1		2	1	1	2							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
SLC	331	274	320	352	308	381	228	206	192	205	206	248	3,251
2022	91	89	95	83	92	126	124	109	96	88	97	129	1,219
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights		3		1	1	2	1			2			10
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Race						2					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	11	8	6	5	5	10	6	10	5	3	2	11	82
Customer Service - TSO	11	8	6	5	5	10	6	10	5	3	2	11	82
Expedited Passenger Screening Program	53	64	79	58	74	92	86	76	68	67	71	100	888
Expedited Passenger Screening Program - Active Duty Military							2			1			3
Expedited Passenger Screening Program - DoD		1				3	2	1	1	1			9
Expedited Passenger Screening Program - TSA/DHS	2	6	8	6	3	4	2	3	8	1	2	5	50
Expedited Passenger Screening Program - TSA/DHS	51	56	71	52	71	85	79	72	59	64	69	95	824
Expedited Passenger Screening Program - TSA/DHS		1					1						2
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks					1	1					3		5
Locks - Missing or Damaged Lock					1	1					3		5
Lost and Found		1				1				1			3
Lost and Found - Airport/TSA		1				1				1			3
Mishandling of Passenger Property		1				3	5	4	2	3	4	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3	2	1	3	2	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1				2	2		1		2	2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2				1	3
No Jurisdiction	1			1			2			1	1	1	7
No Jurisdiction - No Referral							1			1			2
No Jurisdiction - Refer to CBP							1				1	1	3
No Jurisdiction - Refer to Other	1			1									2
Patdown	2		1	1	3	1	6	3	4	2	1	3	27
Patdown - Children								1					2
Patdown - Flyer	1		1	1	3		6	2	4	1	1	2	22
Patdown - Flyer as Observer	1					1				1			3
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3		2	2	1	22
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1						2
Persons w/ Disabilities (PWD) - Medical []	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1	2		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility []	1									1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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	2					3
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	8	5	7	9	5	9	8	5	5	2	5		68
Property - Special Handling - Damaged Items	3	3	3	1	4	4	4	1	3		3		29
Property - Special Handling - Damaged Items - Missing Items	3				1	1					1		6
Property - Special Handling - Missing Items	1	2	2	6		2	2	2	1	1			19
Property - Special Handling - Missing Items - Damaged	1		2	2		2	2	2	1	1	1		14
Screening	11	4	1	8	2	4	5	8	12	7	6	8	76
Screening - Children							1						1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	3					2		2			3	1	11
Screening - Lengthy Lines	1						2	1	3	2		1	10
Screening - Procedures/Process	6	3	1	8	2	2	2	5	8	4	3	6	50
Screening - Retrieving Abandoned/Confiscated	1								1				2
Screening - Security Breach		1											1
2023	117	95	114	141	92	132	104	97	96	117	109	119	1,333
Additional Information Required/Insufficient Information	1	1			2					1	1		6
Additional Information Required/Insufficient Information - Airline	1	1			2					1	1		6
Airline		1									3		4
Airline - Lost Baggage										3			3
Airline - Policy/Regulations/Service		1											1
Civil Rights	2	2		3	1				2	2	1		13
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1	1		1	1				1				5
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									2
Claims										1			1
Claims - Status										1			1
Customer Service	1	4	5	9	1	12	3	4	4	15	18	10	86
Customer Service - TSO	1	4	5	9	1	12	3	4	4	15	18	10	86
Expedited Passenger Screening Program	91	75	88	93	61	95	88	70	66	56	64	84	931
Expedited Passenger Screening Program - Active Duty Military				1								1	2
Expedited Passenger Screening Program - TSA/DHS	2			1		1				1			5
Expedited Passenger Screening Program - TSA/DHS	2	4		4	2			2	1	2	1	3	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
Expedited Passenger Screening Program	87	71	88	87	59	94	88	68	64	53	63	80	902
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Locks			1			1					1		3
Locks - General											1		1
Locks - Missing or Damaged Lock			1			1							2
Lost and Found									2	1			3
Lost and Found - Airport/TSA									2	1			3
Mishandling of Passenger Property	3	4	7	6	11	7	4	6	9	8	4	3	72
Mishandling of Passenger Property - Dam	2	2	5	4	8	6	3	6	4	8	4	3	55
Mishandling of Passenger Property - Dam	1	2	1	2	2	1	1		5				15
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1								2
No Jurisdiction	1		1		1	1	1		1		1		7
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP	1					1			1				3
No Jurisdiction - Refer to Other			1		1		1						3
Patdown	2	2	3	8	2	9		1	2	4	5	3	41
Patdown - Children											2		2
Patdown - Flyer	2	2	3	7	2	8		1	2	4	3	3	37
Patdown - Flyer as Observer				1		1							2
Persons w/ Disabilities (PWD)		1		2		2	2	1		1	2	2	13
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		2
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) - 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/		1				1	1					1	4
Property - Special Handling	5	2	5	15	6	1	1	9	2	4	1	3	54
Property - Special Handling - Damaged It	5		4	9	3			6	2	2		2	33
Property - Special Handling - Damaged Items - Checked				2	1			2				1	6
Property - Special Handling - Missing Items - Carry-C		2	1	3	1			1			1		9
Property - Special Handling - Missing Items - Checked				1	1	1	1						6
Screening	11	3	4	5	7	4	5	6	8	21	11	14	99
Screening - Children										2			2
Screening - Crew Member or Airline Employee		1									1	1	3
Screening - Inconsistency				3				1	1	2		2	9
Screening - Lengthy Lines	3	1			1				2	2	2		11
Screening - Procedures/Process	7	1	4	2	5	4	3	4	5	15	8	11	69
Screening - Retrieving Abandoned/Confis	1				1		2	1					5
2024	123	90	111	128	124	123							699
Additional Information Required/Insufficient In	1				1								2
Additional Information Required/Insuffici	1					1							2
Civil Rights	1	1	1	1	3	2							9
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Not Specified				1	1								2
Civil Rights - Perceived Religion		1											1
Civil Rights - Race						2							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Civil Rights - Transgender Screening	1												1
Claims						1							1
Claims - Status						1							1
CLEAR						1							1
CLEAR - Registered Traveler						1							1
Customer Service	6	12	13	18	11	13							73
Customer Service - CSM			1		1								2
Customer Service - TSO	6	12	12	18	10	13							71
Expedited Passenger Screening Program	90	61	78	77	81	73							460
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2		7	1		1							11
Expedited Passenger Screening Program	88	60	71	76	81	72							448
Locks						3							3
Locks - Missing or Damaged Lock						3							3
Lost and Found			1	2									3
Lost and Found - Airport/TSA			1	2									3
Mishandling of Passenger Property	3	1	2	2	7	9							24
Mishandling of Passenger Property - Dam	2	1	1	1	5	6							16
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	2	3							7
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				2	2								4
No Jurisdiction - No Referral				2	2								4
Patdown	3	1	3	5	2	4							18
Patdown - Flyer	3	1	1	5	2	3							15
Patdown - Flyer as Observer			1			1							2
Patdown - General			1										1
Persons w/ Disabilities (PWD)		2			3	6							11
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1			1								2
Persons w/ Disabilities (PWD) - General						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)						2							2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1							2
Property - Special Handling	5	3	2	3	5	6							24

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Categories	10-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	1	3	2	5							16
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 - Checked Baggage	1	1			1	1							4
Screening	14	9	11	18	6	8							66
Screening - Children					1								1
Screening - Gate Pass	1												1
Screening - Inconsistency	2	1	4	2									9
Screening - Lengthy Lines	2	1	2	4	1	5							15
Screening - Procedures/Process	9	6	5	11	4	3							38
Screening - Retrieving Abandoned/Confiscated Items		1		1									2

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLE			1										1
2024			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLK									1				1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1

TSA Contact Center Traveler Complaints Report

Categories	10-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		3	1	1				6
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
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2023							2		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program							2						2
Expedited Passenger Screening Program - TSA PreCheck							2						2

TSA Contact Center Traveler Complaints Report

Categories	10-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	248	201	203	137	161	203	137	150	147	148	126	141	2,002
2022	44	63	55	31	47	63	73	73	80	76	77	75	757
Civil Rights	1				1		3	1	1				7
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
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					2
Customer Service	4	1	7	3	5	6	3	4	7	6	2	5	53
Customer Service - Others						1			1				2
Customer Service - TSO	4	1	7	3	5	5	3	4	6	6	2	5	51
Expedited Passenger Screening Program	29	46	38	23	27	43	54	56	62	58	63	61	560
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1		1				1	3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	5	10	4		3	1		3	4	4	2	4	40
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	24	36	33	23	24	41	54	52	57	54	61	56	515
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		3	1	1	1	2	1	4		2		4	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		3	1		1	1	1	2		1		2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1				1			3
No Jurisdiction													2
No Jurisdiction - No Referral											2		2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2	1		1	3		2		1	1	2		13
Patdown - Children					1								1
Patdown - Flyer	2			1	2		2		1	1	2		11
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1				3		2	1	3	1		11
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		2	1				4
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
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Food/Beverages		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects			1										1
Property - Special Handling	5	5	4	1	5	5	2	2	2	3	3	3	40
Property - Special Handling - Damaged Items - Carry-on	2		2		1						1		6
Property - Special Handling - Damaged Items - Checked	1	1	1		2	1	1	1	1	1	2	1	13
Property - Special Handling - Missing Items - Carry-On			1			1	1						3
Property - Special Handling - Missing Items - Checked	4	2		1	2	3		1	1	2		2	18
Screening	3	3	4	1	4	3	8	4	6	5	2	2	45
Screening - Children							1						1
Screening - Inconsistency		1	1		1			1		1		1	6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	2	3	1	3	3	7	3	6	3	1	1	36
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	99	71	76	62	65	83	64	77	67	72	49	66	851
Additional Information Required/Insufficient Information	1				2								3
Additional Information Required/Insufficient Information - Other	1				2								3
Civil Rights		1	2		1	1			1	4		2	12
Civil Rights - Age										1			1
Civil Rights - Race		1	2		1				1	1		2	8
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							1
Customer Service	3	5	5		10	3	3	8	3	6	2	3	51
Customer Service - CSM						1							1
Customer Service - TSO	3	5	5		10	3	2	8	3	6	2	3	50
Expedited Passenger Screening Program	79	55	60	56	43	69	53	58	49	50	31	53	656
Expedited Passenger Screening Program - Active Duty Military	1	1				1				1			4
Expedited Passenger Screening Program - DoD	7	3	1	2	4	2	1	3	1		1	1	26
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	51	59	54	39	66	52	55	47	49	30	52	625
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Locks	1												2
Locks - General											1		1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	3	1			3	2	3	2	6	6	4	2	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1			2	1	1	2	3	3			14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2				1	2	2	1	2	2	1	2	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	1			3
No Jurisdiction			1				1						2
No Jurisdiction - Refer to Other			1				1						2
Patdown		1		1	1			1		3	1	1	9
Patdown - Flyer		1		1	1					3		1	7
Patdown - Flyer as Observer								1			1		2
Persons w/ Disabilities (PWD)	2	1	1	1	1		1	1	3		2		13

TSA Contact Center Traveler Complaints Report

Categories	10-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) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1						1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability		2					1			1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			1					1					2
Property - Special Handling	3	3	1	2	3	1	1	1	2	1	2	2	22
Property - Special Handling - Damaged Items	1	1			3		1	1	1	1		1	10
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On			1						1				3
Property - Special Handling - Missing Items - Checked	1	2		2		1					2		8
Screening	7	4	6	2	1	7	2	6	3	2	6	3	49
Screening - Crew Member or Airline Employee		1						1					2
Screening - Inconsistency	1		2			2		1	1		1	1	9
Screening - Lengthy Lines		2						1					3
Screening - Procedures/Process	6	1	4	2	1	4	2	3	2	2	5	2	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	105	67	72	44	49	57							394
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		2	1	3	1							8
Civil Rights - Constitutional Rights					1								1
Civil Rights - Profiling			1										1
Civil Rights - Race	1				2	1							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Customer Service	5		7	1	9	4							26
Customer Service - CSM			1		1								2
Customer Service - TSO	5		6	1	8	4							24
Expedited Passenger Screening Program	85	59	55	33	28	47							307
Expedited Passenger Screening Program - Checked	3	1	1	2		2							9
Expedited Passenger Screening Program - Not Checked	82	58	54	31	28	45							298
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property		1	3	4		2							10
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--C			2	3		2							7
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown	3	1		1	1	1							7
Patdown - Flyer	3	1		1	1	1							7
Persons w/ Disabilities (PWD)	1	2			1	1							5
Persons w/ Disabilities (PWD) - Autism Spectrum		1			1								2
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 Checked)		1											1
Property - Special Handling	1		3		3								7
Property - Special Handling - Damaged Items - Carry-On			2		1								3
Property - Special Handling - Missing Items - Checked	1				1								2
Property - Special Handling - Missing Items - Not Checked			1		1								2
Screening	7	3	2	3	3	1							19
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	6	1	1	3	2								13
Screening - Retrieving Abandoned/Confiscated Items		2	1										3
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
SMX	1		2	1		1			1			1	7
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
2023				1					1			1	3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown									1				1
Patdown - Flyer									1				1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	206	169	157	142	149	188	152	153	142	141	156	151	1,906
2022	32	47	28	31	32	75	70	78	75	70	88	74	700
Civil Rights	1	1		2	1		1	2	1	1	1		11
Civil Rights - Age		1											1
Civil Rights - Not Specified								1					1
Civil Rights - Race							1	1	1		1		4
Civil Rights - Racial Profiling or Discrimination	1			1									2
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	1	2	3	2	1	3	1	3	8	2	8	5	39
Customer Service - TSO	1	2	3	2	1	3	1	3	8	2	8	5	39
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	18	36	23	22	26	64	63	60	58	56	65	57	548
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD						1	1						2
Expedited Passenger Screening Program - DoI	2	7	1	3	3	3		1	1	2	2	4	29
Expedited Passenger Screening Program - DoJ	16	29	22	19	23	60	61	58	57	54	63	53	515
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 - General							1						1
Mishandling of Passenger Property	1		1	2				4	2		1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked			1	2				2	1				7
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1							2	1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction						1							1
No Jurisdiction - No Referral					1								1
Patdown	1	3		2		1	2	4	2	3	5	4	27
Patdown - Children							1						1
Patdown - Flyer	1	3		2		1	1	3	2	3	5	4	25
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	3					2			1	2		1	9
Persons w/ Disabilities (PWD) - Diapers/Changing	1												1
Persons w/ Disabilities (PWD) - General						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) - Metal Implants	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) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	1	1		3		1	2		4	4	1	19
Property - Special Handling - Damaged Items - Carry-On					1			1		2	2	1	7
Property - Special Handling - Damaged Items - Checked	1		1		1						1		4
Property - Special Handling - Missing Items	1						1			1	1		4
Property - Special Handling - Missing Items - Checked					1			1		1			4
Screening	4	4		1		4	2	3	2	2	3	5	30
Screening - Children	1												1
Screening - Inconsistency		2					1	1				2	6
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	2		1		3	1	1	1	2	3	3	19
Screening - Retrieving Abandoned/Confiscated	1					1							2
2023	92	69	67	66	64	56	82	75	67	71	68	77	854
Civil Rights		2	1	1		1		1	1	3			10
Civil Rights - Age										1			1
Civil Rights - Profiling										1			1
Civil Rights - Race		1				1							2
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
Claims	1												1
Claims - Status	1												1
Customer Service	4	6	7	5	4	3	2	2	4	3	2	4	46
Customer Service - TSO	4	6	7	5	4	3	2	2	4	3	2	4	46
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	73	55	50	51	47	49	70	65	51	59	62	64	696
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - DoI	2	1	1	3	1		5		3	1	3	2	22
Expedited Passenger Screening Program - DoJ	71	54	48	48	46	49	64	65	48	58	59	62	672
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Locks				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property	2	1					3	1	1		2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1	1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	1					1	1			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown	2	4	4	3	2	1	1	2	4	1		3	27
Patdown - Children			1						2				3
Patdown - Flyer	2	4	3	3	2	1	1	2	2	1		3	24
Persons w/ Disabilities (PWD)	1		2	2	3			2		2		2	14
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) - 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) - 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) - Prosthesi		1						1		1		1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1								3
Property - Special Handling		2		1	2	2	1	2		1	2	2	15
Property - Special Handling - Damaged It		2		1	1	1				2			7
Property - Special Handling - Damaged Items - Checked					1		1						3
Property - Special Handling - Missing Items - Carry-On				1		1						2	4
Property - Special Handling - Missing Items - Checked							1						1
Screening		7	1	2	1	6	1	4	1	4	1	2	30
Screening - Children					1								1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency		1					1	1			1	1	5
Screening - Procedures/Process		6	1	2	1	4		3		4		1	22
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024		82	53	62	45	53	57						352
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights		2	1		3		2						8
Civil Rights - Not Specified					1		2						3
Civil Rights - Race					1								1
Civil Rights - Sex/Gender/Gender Identity		1	1										2
Civil Rights - Sexual Orientation - Not Tra		1											1
Civil Rights - Transgender Screening					1								1
Customer Service		3		6	3	4	6						22
Customer Service - TCC					1								1
Customer Service - TSO		3		6	2	4	6						21
Expedited Passenger Screening Program		69	43	53	35	37	40						277
Expedited Passenger Screening Program - TSA Appl			1	4	1								6
Expedited Passenger Screening Program		69	42	49	34	37	40						271
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property		2		1	2	3	1						9
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1	1	1						4
Mishandling of Passenger Property - Dam		2			1	2							5
Patdown		4	2	1			2						9
Patdown - Children							1						1
Patdown - Flyer		4	2	1			1						8
Persons w/ Disabilities (PWD)		2	2			2	3						9
Persons w/ Disabilities (PWD) - Hearing I		1											1
Persons w/ Disabilities (PWD) - Internal M		1					1						2
Persons w/ Disabilities (PWD) - Medical Devices - At			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) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling			2		1	3	1						7
Property - Special Handling - Damaged Items - Carry			1		1	2	1						5
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checke			1										1
Screening			2	1	1	3	1						8
Screening - Procedures/Process			2	1	1	3	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
SOW	2		2			2							6
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
2023		1											1
DHS TRIP		1											1
DHS TRIP - General		1											1
2024		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
SPI	5	2	1	4	3	3	1	1	3		3	1	27
2022			1	4	1		1		1		1		9
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Expedited Passenger Screening Program			1	3	1		1						6
Expedited Passenger Screening Program - TSA PreCheck			1	3	1		1						6
Patdown									1				1
Patdown - Flyer									1				1
2023	4	1			2	1		1	2		2	1	14
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4				2	1			2			1	10
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	4				2	1			1			1	9
Patdown								1					1
Patdown - Flyer								1					1
Screening		1										1	2
Screening - Crew Member or Airline Employee											1		1
Screening - Procedures/Process			1										1
2024	1	1				2							4
Expedited Passenger Screening Program	1	1				2							4
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		1				2							3

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	3				2	3	2		1	12
2022			1	2				1	1	2			7
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
Screening			1	1									2
Screening - Inconsistency			1										1
Screening - Procedures/Process				1									1
2023							1	2			1		4
Civil Rights									1				1
Civil Rights - Race									1				1
Expedited Passenger Screening Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck								1			1		2
Screening									1				1
Screening - Procedures/Process									1				1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	57	93	86	61	78	124	80	49	34	34	30	33	759
2022	15	27	27	9	22	45	40	32	13	15	20	17	282
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights	1		1									1	3
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims							1						1
Claims - Status							1						1
Customer Service			1			1		3	1		2		8
Customer Service - TSO			1			1		3	1		2		8
Expedited Passenger Screening Program	10	27	24	8	17	42	33	27	12	14	13	16	243
Expedited Passenger Screening Program - TSA Application Process			4		1		1	1				1	8
Expedited Passenger Screening Program - TSA/DHS	10	26	20	8	16	42	32	26	12	14	13	15	234
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				1		3
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)			1		3		1				1		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											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						2
Property - Special Handling	1				1		1				1		4
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked					1		1				1		3
Screening	3			1	1	1	1			1	1		9
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1												1
Screening - International Screening							1						1
Screening - Procedures/Process	1			1	1	1					1		6
2023	23	40	32	32	26	41	40	17	21	19	10	16	317
Civil Rights		1	1							1			3
Civil Rights - Race		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	3	1	3			2	1		2		1	14
Customer Service - Others		1										1	2
Customer Service - TSO	1	2	1	3			2	1		2			12
Expedited Passenger Screening Program	19	31	27	24	23	36	35	12	17	15	8	13	260
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA/DHS	18	30	24	24	22	36	35	12	17	14	8	13	253
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property	1			1					2	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	4	1	1	1	1			9
Patdown - Flyer			1		1	4	1	1	1	1			9
Persons w/ Disabilities (PWD)		1		1		1					1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Internal Medical Device		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		3	2	2							1	1	9
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							1		4
Property - Special Handling - Missing Items - Checked		2										1	3
Screening	2	1			1		2	3	1			1	11
Screening - Inconsistency								1	1				2
Screening - Procedures/Process	2	1			1		2	2				1	9
2024	19	26	27	20	30	38							160
Customer Service	2	2	2	1	3	3							11
Customer Service - TSO		2	2	1	3	3							11
Expedited Passenger Screening Program	19	20	21	17	25	30							132
Expedited Passenger Screening Program - TSA Application Process			1		1	1							3
Expedited Passenger Screening Program - TSA/DHS	19	20	20	17	24	29							129
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		1	1										2
Patdown		2			2	1							5
Patdown - Flyer		2			2	1							5
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			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			2	1		4							7
Screening - Inconsistency						1							1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1	1		3							5

TSA Contact Center Traveler Complaints Report

Categories	10-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	3	3	1							8
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
2023				2	1								3
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
Screening						1							1
Screening - Inconsistency						1							1
2024			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
STL	216	189	192	189	152	197	125	161	149	141	148	151	2,010
2022	38	57	59	43	36	60	54	79	68	65	80	74	713
Additional Information Required/Insufficient Information					1						1		2
Additional Information Required/Insufficient Information - EMAIL ONLY					1						1		2
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	3	1	2					3				1	10
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race								2				1	3
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	6	5	3	2	4	4	3	7	9	7	7	9	66
Customer Service - TSO	6	5	3	2	4	4	3	7	9	7	7	9	66
Expedited Passenger Screening Program	21	37	43	37	26	46	42	51	44	50	58	55	510
Expedited Passenger Screening Program - DoD					1			1		1			4
Expedited Passenger Screening Program	2	3	2		1	2	2	1	3	3	1	3	23
Expedited Passenger Screening Program	19	34	41	37	24	44	40	49	41	46	56	51	482
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks								3		1			4
Locks - Missing or Damaged Lock								3		1			4
Mishandling of Passenger Property	1	1	1	2		1	1	5	1	2	5		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on				1	1		1	1		1	4		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1				1	3	1	1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1							1					2
No Jurisdiction		1				1					1		3
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other		1				1							2
Ombudsman												1	1
Ombudsman - General												1	1
Patdown	3	2				1		2	1	1	1	2	13
Patdown - Children						1				1			2
Patdown - Flyer	2	2						2	1		1	2	10
Patdown - General	1												1
Persons w/ Disabilities (PWD)	1	1	4		1	1	3	2	1		1	1	16
Persons w/ Disabilities (PWD) - Autism Spectrum		1									1		2
Persons w/ Disabilities (PWD) - Diabetes							1	1					2
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			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) - 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	1	6	2		1	3	1	3	4		2	2	25
Property - Special Handling - Damaged Items - Checked	1	4	1		1	2		1	1				11
Property - Special Handling - Damaged Items - Carry-on						1	1						2
Property - Special Handling - Missing Items - Carry-on		1							2		1		4
Property - Special Handling - Missing Items - Checked	1	1						2	1		1	2	8
Screening	2	3	4	2	3	2	4	3	8	3	4	3	41
Screening - Inconsistency			2			1			2		1	1	7
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	3	1	2	3	1	4	2	5	3	3	2	31
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC										1			1
TWIC - General										1			1
2023	90	75	68	91	59	80	71	82	81	76	68	77	918
Airline			1						1				2
Airline - Baggage Requirements			1										1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2	1						1	1	2	1		8
Civil Rights - National Origin										1			1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1						1	1		1		4
Civil Rights - Transgender Screening										1			1
Claims									1				1
Claims - Status									1				1
Customer Service	9	7	3	7	6	9	2	5	3	7	6	5	69
Customer Service - TSO	9	7	3	7	6	9	2	5	3	7	6	5	69
Expedited Passenger Screening Program	69	59	51	75	43	61	55	62	62	52	48	65	702
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1	2										3
Expedited Passenger Screening Program	3	7	1	2	2	2		2			1	1	21
Expedited Passenger Screening Program	66	51	48	72	41	59	55	60	61	52	47	64	676
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Locks						1			3			1	5
Locks - Missing or Damaged Lock						1			3			1	5
Lost and Found											3		3
Lost and Found - Airport/TSA											3		3
Mishandling of Passenger Property	2	2	2	2		2	4	1	2	2	3	1	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		2	1	1		1	1	1		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2			1			3		2		2	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1				1			3
No Jurisdiction			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
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other						1	1						2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	2				1	1	3	4	3	4	1		19
Patdown - Flyer	2				1	1	3	4	3		1		18
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1		3		1		1		1	1	2	1	11
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			2										2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesi	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) - Visual Impairment											1		1
Property - Special Handling	1	1	2	4	3	1	3	3	2	5	1	1	27
Property - Special Handling - Damaged Items - Carry-On				1			1	1	1	1			5
Property - Special Handling - Damaged Items - Checked					2	1	1					1	5
Property - Special Handling - Missing Items	1	1	2		1		1	1	1	1	1		10
Property - Special Handling - Missing Items - Checked				3				1		3			7
Screening	4	5	5	3	5	3	2	6	2	3	3	3	44
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1						2					4
Screening - Lengthy Lines		1										1	2
Screening - Procedures/Process	2	3	4	3	5	3	2	4	2	3	3	2	36
Screening - Retrieving Abandoned/Confis	1												1
2024	88	57	65	55	57	57							379
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	1												1
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Civil Rights	1	2		1		1							5
Civil Rights - Age		2											2
Civil Rights - Race	1			1		1							3
Customer Service	7	10	8	8	9	4							46
Customer Service - TCC	1	1											2
Customer Service - TSO	6	9	8	8	9	4							44
Expedited Passenger Screening Program	62	39	51	40	41	42							275
Expedited Passenger Screening Program - DoD		1				1							2
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program	61	37	50	40	40	41							269
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Mishandling of Passenger Property	2				1	1							4
Mishandling of Passenger Property - Dam	1					1							2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
No Jurisdiction			1			1							2
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other								1					1
Patdown	2				2	1							5
Patdown - Flyer	2				1	1							4
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4			1		2							7
Persons w/ Disabilities (PWD) - Internal M	2												2
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
Persons w/ Disabilities (PWD) - Prosthesi	2												2
Property - Special Handling			1	3	2								6
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked				1	2								3
Screening	9	6	3	2	2	3							25
Screening - Children			1										1
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3	1				1							5
Screening - Procedures/Process	6	4	2	2	2	2							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
STS	6	5	2	5	4	6	9	10	6	9	8	4	74
2022	3	1	1	1	1	1	2	4	4	3	8	2	31
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service		1						1	1	1	1		5
Customer Service - TSO		1						1	1	1	1		5
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor											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					1		1	2	6
Screening - Procedures/Process			1	1					1		1	2	6
2023	3	2	1	2	2	1	7	6	2	6	2	2	34
Customer Service	1		1	1				2					5
Customer Service - TSO	1		1	1				2					5
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3		2	23
Expedited Passenger Screening Program	2	2		1	2	1	6	2	2	3		2	23
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 - Carry-On										2			2
Screening							1	1		1			3
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
2024		2		2	1	4							9
Airline				1									1
Airline - Lost Baggage				1									1
Expedited Passenger Screening Program		2		1	1	4							8
Expedited Passenger Screening Program - TSA PreC		2		1	1	4							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
STT	10	17	26	21	21	25	22	13	13	20	10	7	205
2022	3	6	5	6	9	6	11	9	7	11	6	5	84
Customer Service	1	1	1							2	1		7
Customer Service - TSO	1	1	1						1	2	1		7
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	2	5	4	4	9	5	8	8	4	6	2	2	59
Expedited Passenger Screening Program - DoD							1	1					2
Expedited Passenger Screening Program - TSA Appl		1								1			2
Expedited Passenger Screening Program	2	4	4	4	9	5	7	7	4	5	2	2	55
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
No Jurisdiction							1	1				1	3
No Jurisdiction - Refer to CBP							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						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				2			2			2	1	2	9
Screening - Inconsistency											1		1
Screening - International Screening				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1			1			2		2	6
2023	3	5	15	6	7	8	11	4	6	9	4	2	80
Civil Rights			1			1				1			3
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race										1			1
Customer Service			1	1			1		1		1		5
Customer Service - TSO			1	1			1		1		1		5
Expedited Passenger Screening Program	3	5	11	5	6	4	6	3	3	5	3	1	55
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	4	11	5	6	4	6	3	3	5	3	1	54
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
No Jurisdiction										1			1
No Jurisdiction - Refer to CBP										1			1
Patdown			1						1				2
Patdown - Children			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				2
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checked			1				1						2
Screening					1	2	2	1		2			8
Screening - Procedures/Process					1	1	2	1		2			7
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	4	6	6	9	5	11							41
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1		1	1		1							4
Customer Service - TSO	1		1	1		1							4
Expedited Passenger Screening Program	1	3	4	6	3	7							24
Expedited Passenger Screening Program - TSA Application Program				1	1								2
Expedited Passenger Screening Program	1	2	3	5	2	7							20
Expedited Passenger Screening Program - TSA/DHS		1	1										2
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1								2
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening	1	3		1	1	1							7
Screening - Procedures/Process	1	3		1	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
STX	3	4		5	8	4	6	6	3	2	2	3	46
2022	1	1		1	4	2	4	3	1	2	1	1	21
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program				1	1	1	2	1	1	1		1	9
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	2	1	1	1		1	9
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
No Jurisdiction								1					1
No Jurisdiction - No Referral								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 - Checked					1	1							2
Screening					1		2			1	1		5
Screening - Children							1						1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1			1	1		3
2023	1	2		1			2	3	2		1	2	14
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	1		1			1	1	1		1	2	9
Expedited Passenger Screening Program	1	1		1			1	1	1		1	2	9
Screening		1						2					3
Screening - Procedures/Process		1						2					3
2024	1	1		3	4	2							11
Expedited Passenger Screening Program		1		1	2	1							5
Expedited Passenger Screening Program - TSA PreC		1		1	2	1							5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	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 - Carry-On				1									1
Screening				1	1	1							3
Screening - Inconsistency					1								1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN	4	4	3	3	5	5		4	4	3	5	2	42
2022		3	1	3		3		1	2	2	2	2	16
Expedited Passenger Screening Program		3	1			2		1	1	2	2	2	14
Expedited Passenger Screening Program - TSA Application Program										1	1		2
Expedited Passenger Screening Program - TSA PreC		3	1			2		1	1	1	1	2	12
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked										1			1
2023	2	1	2	2	2	1		3	2	1	3		19
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	2	1	2	2	1			3	1	1	3		16
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1	1	2	2	1			3	1	1	2		14
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Screening								1					1
Screening - Procedures/Process								1					1
2024	2			1	3	1							7
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2			1	2	1							6
Expedited Passenger Screening Program	2			1	2	1							6

TSA Contact Center Traveler Complaints Report

Categories	10-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	3		3	2		3	3			2	2	2	20
2022			1	1		1	2					2	7
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program							1						2
Expedited Passenger Screening Program - TSA PreCheck							1						2
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--U			1										1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2023	2		2			2	1			2	2		11
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program	1		2			1	1			1			6
Expedited Passenger Screening Program	1		2			1	1			1			6
Screening	1									1		1	3
Screening - Procedures/Process	1									1		1	3
2024	1			1									2
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1			1									2

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	6	8	7	7	7	5	3	3	8	2	1	59
2022		2	1	2		1	2	1	2	6			17
Civil Rights				1		1				1			3
Civil Rights - Age						1							1
Civil Rights - Race										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			1		1	4			10
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreC		2	1	1			1		1	3			9
Screening							1	1		1			3
Screening - Procedures/Process							1	1					2
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	1	2		2	5	3	3	2	1	2	2	1	24
Civil Rights		1						1					2
Civil Rights - Race		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	5	2	2			1			12
Expedited Passenger Screening Program	1			1	5	2	2			1			12
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									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
Property - Special Handling - Damaged Items - Carry		1											1
Screening				1		1		1		1			4
Screening - Procedures/Process				1		1		1		1			4
2024	1	2	7	3	2	3							18
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Customer Service		1					1						2
Customer Service - TSO		1					1						2
Expedited Passenger Screening Program		1	5	3	1	1							11
Expedited Passenger Screening Program - TSA PreC		1	5	3	1	1							11
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
No Subject			1										1
No Subject - General			1										1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2		2	2		2	1	1		2	2	1	15
2022				1								1	2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023			1	1		2	1	1		2	2		10
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Expedited Passenger Screening Program			1			2	1	1		2	1		8
Expedited Passenger Screening Program - TSA PreCheck			1			2	1	1		2	1		8
Screening												1	1
Screening - Procedures/Process												1	1
2024	2		1										3
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2

TSA Contact Center Traveler Complaints Report

Categories	10-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	67	53	53	63	71	58	55	39	30	36	41	45	611
2022	10	13	11	14	22	14	25	20	19	22	18	24	212
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - General												1	1
Civil Rights	1				1	1			1	1			5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race									1				1
Civil Rights - Transgender Screening	1					1							2
Customer Service			1	1	1			2	1	1		1	8
Customer Service - TSO			1	1	1			2	1	1		1	8
Expedited Passenger Screening Program	6	12	8	11	15	11	19	16	13	17	16	21	165
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1	1	2	1							1	3	9
Expedited Passenger Screening Program	5	11	6	10	15	11	19	16	13	16	15	18	155
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						2							2
No Subject							1						1
No Subject - General							1						1
Patdown			1				1		2			1	5
Patdown - Children									1				1
Patdown - Flyer							1		1			1	3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	2		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	2				1				4
Screening	1	1	1		1		3	2	1	1	2		13
Screening - Inconsistency		1	1					2			1		5
Screening - Lengthy Lines										1			1
Screening - Military							1						1
Screening - Procedures/Process	1				1		1		1		1		5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	21	22	22	23	23	25	30	19	11	14	23	21	254
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights									1			1	2
Civil Rights - Race												1	1
Civil Rights - Transgender Screening									1				1
Customer Service				2		1					3		6
Customer Service - TCC				1									1
Customer Service - TSO				1		1					3		5
Expedited Passenger Screening Program	19	19	15	18	21	19	21	15	10	13	15	16	201
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2					2							4
Expedited Passenger Screening Program	17	18	15	18	21	17	21	15	10	13	15	16	196
Locks			2										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 Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1						1		3
No Jurisdiction			1				1				1	1	4
No Jurisdiction - Refer to Other			1				1				1	1	4
Patdown	1	1				1	1						4
Patdown - Flyer	1	1				1	1						4
Persons w/ Disabilities (PWD)		1	1				3				1	1	7
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1								1		3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1	1	3	2	1	2	3	4	1		2	2	22
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines					1		1	2			1	1	6
Screening - Procedures/Process	1	1	2	1		2	2		1		1	1	12
Screening - Retrieving Abandoned/Confiscated Items								1					1
2024	36	18	20	26	26	19							145
Civil Rights	1	1			1	1							4
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin						1							1
Civil Rights - Race	1				1								2
Customer Service	2	1	2	1		2							8
Customer Service - Others			1										1
Customer Service - TSO	2	1	1	1		2							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
Expedited Passenger Screening Program	28	11	10	22	21	11							103
Expedited Passenger Screening Program	2				1								3
Expedited Passenger Screening Program	26	11	9	22	20	11							99
Expedited Passenger Screening Program - TSA/DHS Employee:				1									1
Mishandling of Passenger Property		2	1		3	1							7
Mishandling of Passenger Property - Damaged/Missii		1	1		2								4
Mishandling of Passenger Property - Damaged/Missii		1				1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Patdown		1	1		1								3
Patdown - Flyer		1	1		1								3
Persons w/ Disabilities (PWD)		1	1	2		1							5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				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
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Item	1												1
Screening	4	1	4	1		2							12
Screening - Lengthy Lines	2	1	1				1						5
Screening - Procedures/Process	2		2	1		1							6
Screening - Security Breach			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	3
2022												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2023									1				1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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								1	2			1	4
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1
2023									2			1	3
Civil Rights												1	1
Civil Rights - Race												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

TSA Contact Center Traveler Complaints Report

Categories	10-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	26	15	14	11	17	8	15	18	12	14	14	12	176
2022	5	5	4	2	6	1	9	7	12	11	10	5	77
Customer Service	1	1	2		1				1	1			7
Customer Service - TSO	1	1	2		1				1	1			7
Expedited Passenger Screening Program	4	4	2	2	1		6	6	10	8	6	4	53
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program	4	4	2	2	1		6	6	9	7	6	4	51
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 - Carry-On											1		1
Screening					3	1	3	1	1	2	2	1	14
Screening - Inconsistency							1			1		1	3
Screening - Lengthy Lines					2						1		3
Screening - Procedures/Process					1	1	2	1	1	1	1		8
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1
2023	9	6	5	6	4	3	6	11		3	4	7	64
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1						1				1	3
Customer Service - Others												1	1
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	4	6	50
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program	6	5	3	5	2	2	6	8		3	3	6	49
Patdown	1		1					1					3
Patdown - Flyer	1		1					1					3
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								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	1								3
Screening - Lengthy Lines	1												1
Screening - Procedures/Process				1	1								2
2024	12	4	5	3	7	4							35
Customer Service			2	2		3							7
Customer Service - TSO			2	2		3							7
Expedited Passenger Screening Program	7	2	3	1	4	1							18
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	7	2	3		4	1							17
Human Capital		1											1
Human Capital - Former Employee		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 - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Screening	2	1			2								5
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1											3

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	2	4	6	1		1	1		1	17
2022			1	1		1			1	1		1	6
Expedited Passenger Screening Program			1			1			1				4
Expedited Passenger Screening Program - TSA PreCheck				1		1			1				4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Screening										1			1
Screening - Procedures/Process										1			1
2023				1	1	4	1						7
Expedited Passenger Screening Program				1	1	4	1						7
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	1						7
2024				3	1								4
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA PreCheck				1	1								2
Patdown				1									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
TPA	398	396	431	383	392	532	321	355	301	267	278	280	4,334
2022	77	111	115	101	121	200	154	170	141	125	147	146	1,608
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Airline		1					1	2			1		5
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1	1			1		4
Civil Rights	2	3	2	3	1	1	2	6		3	2		25
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Profiling								1					1
Civil Rights - Race						1		2		2	2		7
Civil Rights - Racial Profiling or Discrimination	1	2	2		1								6
Civil Rights - Sex/Gender/Gender Identity	1	1		1				2					5
Civil Rights - Transgender Screening				2			1						3
Customer Service	4	10	16	10	7	11	10	5	8	7	6	11	105
Customer Service - TSO	4	10	16	10	7	11	10	5	8	7	6	11	105
Expedited Passenger Screening Program	56	83	86	75	86	162	122	133	110	96	114	121	1,244
Expedited Passenger Screening Program - Active Duty Military						1	2						3
Expedited Passenger Screening Program - DoD						1					1	1	3
Expedited Passenger Screening Program - TSA/DOJ	5	8	8	1	4	4	3	5	2	5	5	9	59
Expedited Passenger Screening Program - TSA/DOJ Employees - Opt In	51	75	78	74	82	155	117	127	107	91	106	111	1,174
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1		1	1		2		5
Locks	1				1	3		2				1	8
Locks - General	1												1
Locks - Missing or Damaged Lock					1	3		2				1	7
Lost and Found		1			1								2
Lost and Found - Airport/TSA		1			1								2
Mishandling of Passenger Property	2			3	6	4		2	2	1	4	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1		2	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	2			1	5	3				1	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Luggage				2		1			1				4
No Jurisdiction	1				1	1		1			1	1	6
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP					1	1		1					3
No Jurisdiction - Refer to Other											1	1	2
Patdown	2	2	2	2		4	3	1	1	3	3	4	27
Patdown - Children						1							1
Patdown - Flyer	2	2	2	2		3	3	1	1	3	3	4	26
Persons w/ Disabilities (PWD)	2		1	1	4	3	3	2	1	2	2		21
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) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medical Equipment	1				1					1			3
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) - Prostheses	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) - Wheelchair/ Scooter/ Segway				1				1	1	1	1		5
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	3	6	6	7	3	1	44
Property - Special Handling - Damaged Items	2	1	1				1	2	2	3	2		14
Property - Special Handling - Damaged Items - Checked Luggage	1	1		1		3	1	3	2	1	1		14
Property - Special Handling - Missing Items - Carry-On				1	2		1	1	1	2		1	9
Property - Special Handling - Missing Items - Checked Luggage		1	2			2			1	1			7
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	4	6	5	5	11	5	10	10	12	6	10	5	89
Screening - Children							1						1
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency		2	2	1			3	2			1	2	13
Screening - Lengthy Lines							1	1				1	3
Screening - Procedures/Process	4	4	3	3	10	4	3	7	11	6	8	2	65
Screening - Retrieving Abandoned/Confiscated Items				1	1	1	2				1		6
TWIC									1		1		2
TWIC - General											1		1
TWIC - Status									1				1
2023	132	157	154	172	155	153	167	185	160	142	131	134	1,842
Additional Information Required/Insufficient Information										1		1	2
Additional Information Required/Insufficient Information - EMAIL ONLY										1		1	2
Airline			1	1				1			1		4
Airline - Policy/Regulations/Service			1	1				1			1		4
Civil Rights		5	1	2	1	2	1	2	3	2	3	2	24
Civil Rights - National Origin											1		1
Civil Rights - Profiling									1				1
Civil Rights - Race		3	1		1		1	1	2	2			11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2		2		1		1				2	8
Civil Rights - Sexual Orientation - Not Transgender						1							1
Civil Rights - Transgender Screening											2		2

TSA Contact Center Traveler Complaints Report

Categories	10-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	5	11	9	12	10	8	10	10	9	12	5	5	106
Customer Service - Others			1							1			2
Customer Service - TSO	5	11	8	12	10	8	10	10	9	11	5	5	104
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	108	128	121	124	126	122	134	149	124	99	104	110	1,449
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD		1	2	1				1			1		6
Expedited Passenger Screening Program	6	4	1	2	4	2	5	1	3	2	3	2	35
Expedited Passenger Screening Program	102	122	118	121	122	120	129	147	121	97	100	108	1,407
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						2	2	1	3			9
Locks - Missing or Damaged Lock	1						2	2	1	3			9
Mishandling of Passenger Property	4	1		5	2	1	3	2	1	4		3	26
Mishandling of Passenger Property - Dam	2			1				1		1			5
Mishandling of Passenger Property - Dam	2	1		3	2	1	2	1	1	3		3	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1			1						2
No Jurisdiction	1		1	1	1	2			2	2	1		11
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to CBP	1					1			2	2	1		7
No Jurisdiction - Refer to Other			1	1		1							3
Notice of Violation/Civil Penalties								1			1		2
Notice of Violation/Civil Penalties - General								1			1		2
Patdown	6	1	6	5	3	3	2	2	4	7	1	5	45
Patdown - Children								1		2			3
Patdown - Flyer	6	1	6	4	2	3	2	1	3	4	1	5	38
Patdown - Flyer as Observer				1	1				1	1			4
Persons w/ Disabilities (PWD)		3	4	6	4	4	2	3	3	5	2		36
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			1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - At		1	2										3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2		1	2	1	2			8
Persons w/ Disabilities (PWD) - Metal Implants (Joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2	1	1	1			1				6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
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				3		2	1						6
Property - Special Handling	3	2	1	7		3	4	4	2		5	1	32
Property - Special Handling - Damaged It	2	1		1			1	1			1		7
Property - Special Handling - Damaged Items - Checked				2		1	1	2	1		2		9
Property - Special Handling - Missing Items - Carry-C		1		1		2	1		1			1	7
Property - Special Handling - Missing Item	1		1	3			1	1			2		9
Screening	4	5	10	9	7	6	9	10	9	9	8	7	93
Screening - Children	1			1									2
Screening - Crew Member or Airline Employee				1							2	1	4
Screening - Inconsistency	1		1	4	3		1	3	2	1	1	1	18
Screening - Lengthy Lines		2		1						1	1		5
Screening - Military			1										1
Screening - Procedures/Process	2	2	7	2	4	5	8	7	7	7	4	5	60
Screening - Retrieving Abandoned/Confiscated Items		1	1				1						3
2024	189	128	162	110	116	179							884
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	3	4	2	1	3	1							14
Civil Rights - Not Specified					1								1
Civil Rights - Profiling				1									1
Civil Rights - Race	3	3	1		1	1							9
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1	1								3
Claims													1
Claims - General													1
Customer Service	9	13	16	15	6	25							84
Customer Service - Others						2							2
Customer Service - TSO	9	13	16	15	6	23							82
Expedited Passenger Screening Program	159	89	119	76	89	123							655
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	4	3	1	1	3	1							13
Expedited Passenger Screening Program	155	86	117	74	86	122							640
Expedited Passenger Screening Program - TSA/DHS Employee				1									1
Locks			2		1								3
Locks - Missing or Damaged Lock			2		1								3
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	2	5	3	2	3							16
Mishandling of Passenger Property - Dam	1		4	1	1	2							9
Mishandling of Passenger Property - Damaged/Missii		1	1	2		1							5
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction	1		1			1							3
No Jurisdiction - Refer to CBP	1		1										2
No Jurisdiction - Refer to Other						1							1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2		1	4	3	7							17
Patdown - Children						1							1
Patdown - Flyer	2		1	4	3	4							14
Patdown - Flyer as Observer						2							2
Persons w/ Disabilities (PWD)	3	5	3	3	6	6							26
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					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	1	1	1		1	2							6
Persons w/ Disabilities (PWD) - Mobility	1		1	1		1							4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respirat	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	1	1	1	2							7
Property - Special Handling	3	3	4	2	2	2							16
Property - Special Handling - Damaged It	1	1	2		1								5
Property - Special Handling - Damaged Items - Check		1			1	1							3
Property - Special Handling - Missing Item	2	1	2	2		1							8
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	8	12	7	5	3	11							46
Screening - Crew Member or Airline Emp	2												2
Screening - Inconsistency	1			1		2							4
Screening - Lengthy Lines	1	1				1							3
Screening - Procedures/Process	4	11	6	3	2	7							33
Screening - Retrieving Abandoned/Confiscated Items			1		1	1							3
Screening - Security Breach				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	6	5	6	9	8	10	5	7	7	9	2	6	80
2022	1	1	1	1	1	5	2	4	3	4	1	4	28
Expedited Passenger Screening Program		1		1	1	4	2	3	2	2		4	20
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	2	3	2	2		4	19
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
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					2
Property - Special Handling - Missing Items - Checked						1							1
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2023	4	3	1	6	3	2	3	3	4	5	1	2	37
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Customer Service							1	1				1	3
Customer Service - Others								1					1
Customer Service - TSO							1					1	2
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	2	1		5	3	2	2	2	1	4		1	23
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1		4	3	2	2	2	1	4		1	22
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
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 - Damaged It	1												1
Screening			1	1					1				3
Screening - Inconsistency			1	1									2
Screening - Procedures/Process									1				1
2024	1	1	4	2	4	3							15
Customer Service	1			1	2								4
Customer Service - TSO	1			1	2								4
Expedited Passenger Screening Program		1	3	1	2	2							9
Expedited Passenger Screening Program - TSA PreC		1	3	1	2	2							9
Patdown			1										1
Patdown - Flyer as Observer			1										1
Screening							1						1
Screening - Procedures/Process							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	18	22	19	23	21	22	22	19	10	6	10	4	196
2022	1	9	6	4	3	6	16	10	7	2	4	4	72
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1							1	5
Customer Service - TSO	1	1	1		1							1	5
Expedited Passenger Screening Program		8	5	4	2	6	15	7	7	2	4	2	62
Expedited Passenger Screening Program - DoD		1						1					2
Expedited Passenger Screening Program - TSA Application Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreC		7	5	4	2	5	15	5	7	2	3	2	57
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1	1					2
Screening - Children							1						1
Screening - Procedures/Process								1					1
2023	7	5	7	11	9	6	6	9	3	4	6		73
Customer Service	2		2	2			1			1	1		9
Customer Service - TSO	2		2	2			1			1	1		9
Expedited Passenger Screening Program	4	5	5	9	9	5	3	7	2	2	5		56
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	4	4	5	9	9	5	3	7	2	2	5		55
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					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening	1					1		1					3
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process								1					1
2024	10	8	6	8	9	10							51
Customer Service	1	1	2	2	4	2							12
Customer Service - TSO	1	1	2	2	4	2							12
Expedited Passenger Screening Program	7	5	1	5	5	7							30
Expedited Passenger Screening Program	7	5	1	5	5	7							30
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items	1												1
Screening			2	1		1							4
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
TUL	59	60	66	54	45	56	25	33	37	46	34	45	560
2022	11	10	13	22	11	16	13	14	11	23	13	20	177
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1		1		1	1	1	7
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion		1						1					2
Civil Rights - Race										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	4	1	1		1	1	3		2	17
Customer Service - TSO	1	1	2	4	1	1		1	1	3		2	17
Expedited Passenger Screening Program	8	7	11	15	4	10	11	9	10	16	11	15	127
Expedited Passenger Screening Program - TSA Appl			2						3		1		6
Expedited Passenger Screening Program	8	5	11	15	4	10	11	9	7	16	10	15	121
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--Carry-on Luggage												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				2	1	2	2	1		1			9
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Carry-On				1	1	2	1						5
Property - Special Handling - Missing Items - Checked				1						1			2
Screening	1			1	3	1		1		2	1		10
Screening - Inconsistency					1	1				1			3
Screening - Procedures/Process	1			1	2			1		1	1		7
2023	24	19	22	22	20	22	12	19	26	23	21	25	255
Civil Rights	1	1	1				1		1				5
Civil Rights - Race	1	1	1				1						4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Claims									1				1
Claims - General									1				1
Customer Service	2		1			2	2		1		1		9
Customer Service - TSO	2		1			2	2		1		1		9
Expedited Passenger Screening Program	16	17	16	12	17	18	7	15	18	18	13	18	185
Expedited Passenger Screening Program	1							3					4
Expedited Passenger Screening Program	15	17	16	12	17	18	7	12	18	18	13	18	181
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		1	2			1		1	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1		1	1			4
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown	2			3				2		2		1	10
Patdown - Flyer	2			2				2		2		1	9
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1	1							1	1	1		5
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening	1		3	5	3	2	1	2	2	1	5	4	29
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency					1				1		1	1	4
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		2	2	2	2	1	2	1	1	4	2	20
Screening - Retrieving Abandoned/Confiscated Items				2									2
2024	24	31	31	10	14	18							128
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights		1	1										2
Civil Rights - Not Specified			1										1
Civil Rights - Race		1											1
Customer Service	7	1	8		2	1							19
Customer Service - TSO	7	1	8		2	1							19
Expedited Passenger Screening Program	12	19	17	7	9	12							76
Expedited Passenger Screening Program	12	19	17	7	9	12							76
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Mishandling of Passenger Property	1	2											3
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Property - Special Handling		1	2										3
Property - Special Handling - Damaged Items - Carry		1	1										2
Property - Special Handling - Damaged Items - Checked			1										1

TSA Contact Center Traveler Complaints Report

Categories	10-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	7	3	2	3	3							22
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines	1	2	2		1	2							8
Screening - Procedures/Process	2	4	1	2	2								11
Screening - Retrieving Abandoned/Confiscated Items							1						1

TSA Contact Center Traveler Complaints Report

Categories	10-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	64	58	62	58	56	87	61	44	38	37	38	36	639
2022	9	13	12	12	16	32	34	21	20	18	19	17	223
Civil Rights				1				2					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
Customer Service	1	2	1	1	3	5	1	1		4			19
Customer Service - TSO	1	2	1	1	3	5	1	1		4			19
Expedited Passenger Screening Program	6	9	10	10	12	22	27	14	17	12	14	14	167
Expedited Passenger Screening Program - DoD		2											2
Expedited Passenger Screening Program - TSA Application Pro			1			2	1		2	1		1	8
Expedited Passenger Screening Program	6	7	9	9	12	18	26	14	15	11	14	13	154
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					4	1		2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								3			1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1					2	1		2	2		8
Patdown - Children								1					1
Patdown - Flyer		1					2			2	2		7
Persons w/ Disabilities (PWD)							1					1	2
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling						3			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	2					2	1	1	1		1		8
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1	1	1	1		1		7
2023	26	23	19	21	16	31	27	23	18	19	19	19	261
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights		1				2		2					5
Civil Rights - Constitutional Rights						1							1
Civil Rights - Race		1						1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening								1					1
Customer Service			2	2	2	1	2			3			12
Customer Service - TSO			2	2	2	1	2			3			12
Expedited Passenger Screening Program	22	19	16	18	11	23	20	20	13	13	18	15	208
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	2					1						1	4
Expedited Passenger Screening Program	20	19	16	18	11	22	20	20	13	13	17	14	203
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
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction													1
No Jurisdiction - Refer to Other							1						1
Patdown	1	1			1	2		1					6
Patdown - Flyer	1	1			1	1		1					5
Patdown - Flyer as Observer						1							1
Property - Special Handling	1	1			1	1			2	1			7
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Check		1							2				3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items	1												1
Screening	1	1	1	1	1	2	3		2	2	1	3	18
Screening - Inconsistency				1						1			2
Screening - Procedures/Process	1	1	1		1	2	3		2	1	1	3	16
2024	29	22	31	25	24	24							155
Civil Rights		1		1		1							3
Civil Rights - Race				1		1							2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Claims			1										1
Claims - General			1										1
Customer Service	1	1	4	2	5	3							16
Customer Service - TSO	1	1	4	2	5	3							16
Expedited Passenger Screening Program	28	16	23	18	14	15							114
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	28	16	23	18	13	15							113
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--Carry-on Luggage				1	2	2							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2						2
No Jurisdiction													1
No Jurisdiction - No Referral				1									1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown					1	1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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							4
Persons w/ Disabilities (PWD) - Autism Spectrum				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) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Carry-C			1										1
Screening		2		1	1								4
Screening - Procedures/Process		2		1	1								4

TSA Contact Center Traveler Complaints Report

Categories	10-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	18	2	7	21	9	19	10	4	8	9	13	15	135
2022	3		2	5	4	6	8	4	2	3	7	10	54
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program	2		2	5	3	5	6	3	1	3	6	8	44
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	2		2	4	3	5	6	2	1	3	6	8	42
Mishandling of Passenger Property						1	1					1	3
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
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening					1				1		1	1	4
Screening - Procedures/Process					1				1		1	1	4
2023	8	2	2	9	2	5	2		6	6	6	5	53
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4	5	45
Expedited Passenger Screening Program	7	2	2	8	2	5	1		5	4	4	5	45
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) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening										1			1
Screening - Procedures/Process										1			1
2024	7		3	7	3	8							28
Expedited Passenger Screening Program	5		3	7	3	8							26
Expedited Passenger Screening Program	5		3	7	3	8							26
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	1				1		1		6
2023	1		1		1				1		1		5
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
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
2024				1									1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1	1	1	1							1	7
2022	1	1	1	1								1	4
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program	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
2023					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
2024	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	1	1	1	2	4	1			1			15
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
2023			1	1	1	1	1			1			6
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			1	1									2
No Jurisdiction													1
No Jurisdiction - Refer to Other													1
Screening					1					1			3
Screening - Procedures/Process					1					1			3
2024	3		1			1							5
Expedited Passenger Screening Program	2		1			1							4
Expedited Passenger Screening Program	2		1			1							4
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	7	6	2	5	4	2	2	1	2	2	2	37
2022	1	3	3	1	2			1	1				12
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1	1	2				1				6
Expedited Passenger Screening Program - TSA PreC		1	1	1	2				1				6
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1					1					4
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process	1	1						1					3
2023		2	2		3	2	2	1		2	2	2	18
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		1			2	1	1	7
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck						1	1			2	1	1	6
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
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Screening		1			1	1					1		4
Screening - Procedures/Process		1			1	1					1		4
2024	1	2	1	1			2						7
Customer Service			1	1			1						3
Customer Service - TSO			1	1			1						3
Expedited Passenger Screening Program	1						1						2
Expedited Passenger Screening Program	1						1						2
Patdown		1											1
Patdown - Flyer		1											1
Screening		1											1
Screening - Inconsistency		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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	59	51	46	37	35	52	24	36	39	47	34	21	481
2022	12	11	10	7	5	22	15	20	24	20	19	13	178
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	3	2				1			2		2		10
Customer Service - TSO	3	2				1			2		2		10
Expedited Passenger Screening Program	6	5	9	6	4	17	10	18	21	17	15	10	138
Expedited Passenger Screening Program - TSA Application Program						1			1			1	3
Expedited Passenger Screening Program	6	5	9	6	4	16	10	18	20	17	15	9	135
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--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown		1				1							2
Patdown - Flyer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1				2			1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	2											1	3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items	1												1
Screening	1	2			1	2	2		1	1	1	1	12
Screening - Crew Member or Airline Employee							1						2
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1	2			1	1	1						6
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023	22	20	17	12	17	21	9	16	15	27	15	8	199
Civil Rights						2			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening						1							1
Customer Service		1	2		1	1		2	2	5	1	1	16
Customer Service - TSO		1	2		1	1		2	2	5	1	1	16
Expedited Passenger Screening Program	21	15	12	10	13	16	9	12	12	16	14	6	156
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program						1		1				1	3
Expedited Passenger Screening Program	21	14	12	10	13	15	9	10	12	16	14	5	151
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown					1	1				1			3
Patdown - Flyer					1	1				1			3
Persons w/ Disabilities (PWD)			1	1				1		2			5
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) - Medically Necessary Medication and Medical Supplies									2				2
Property - Special Handling		2	1	1									4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		1	1										2
Property - Special Handling - Missing Items - Checke		1											1
Screening		1	1		2	1		1		2		1	9
Screening - Inconsistency			1			1				1			3
Screening - Procedures/Process		1			2			1		1		1	6
2024	25	20	19	18	13	9							104
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights		1		1									2
Civil Rights - Race		1											1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	2	2	3	4	1	1							13
Customer Service - CSM				1									1
Customer Service - TSO	2	2	3	3	1	1							12
Expedited Passenger Screening Program	23	14	16	11	10	8							82
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	22	14	16	11	10	8							81
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Screening		2			2								4
Screening - Lengthy Lines		1											1

TSA Contact Center Traveler Complaints Report

Categories	10-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			2							3
UIN				1									1
2023				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
UNV	4	5	4	3	11	4	3	6	2	3	2	5	52
2022	2	3		2	1	1		3	1		2	2	17
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program	1	2		2	1	1		3	1		1	2	14
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1	1		2	1	1		3	1		1	2	13
2023	1		2		8	2	3	3	1	3		3	26
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2		3	22
Expedited Passenger Screening Program	1		1		6	2	3	3	1	2		3	22
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Screening						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1
2024	1	2	2	1	2	1							9
Civil Rights				1		1							2
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Expedited Passenger Screening Program	1	2	2		2								7
Expedited Passenger Screening Program	1	2	2		2								7
VCT	2	1		1		2	1				2	1	10
2022	1					1	1				2	1	6
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 - 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
TWIC	1												1
TWIC - General	1												1
2023	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3
Expedited Passenger Screening Program	1			1		1							3
2024		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1
VEL			1	1		2		1					5
2022			1					1					2
Customer Service								1					1
Customer Service - TSO								1					1
Screening			1										1
Screening - Children			1										1
2023						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1
2024				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
Persons w/ Disabilities (PWD) - Service Animals								1					1
VLD	1	2	2	1	7	2			2	2	3	1	23
2022	1	1	1		4				1	2	2		12
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			2					1	1		5
Expedited Passenger Screening Program - TSA PreC		1			2					1	1		5
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) - General										1			1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2023			1		2	1			1		1	1	7
Expedited Passenger Screening Program					1	1			1		1		4
Expedited Passenger Screening Program - TSA PreCheck					1	1			1		1		4
HAZMAT Endorsement												1	1
HAZMAT Endorsement - Status												1	1
Patdown			1		1								2
Patdown - Flyer			1		1								2
2024		1		1	1	1							4

TSA Contact Center Traveler Complaints Report

Categories	10-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			1	1		1							3
Expedited Passenger Screening Program - TSA PreC			1	1		1							3
Screening					1								1
Screening - Procedures/Process					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	35	37	24	23	29	38	30	30	37	22	29	38	372
2022	7	4	6	11	7	10	16	9	26	10	15	21	142
Civil Rights	1												3
Civil Rights - Race													2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1		2	1		2	3	2	5	3	4		23
Customer Service - Others			1			1							2
Customer Service - TSO	1		1	1		1	3	2	5	3	4		21
Expedited Passenger Screening Program	2	1	3	7	5	7	10	3	15	6	5	14	78
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Program				1	1		2						5
Expedited Passenger Screening Program	2	1	3	6	4	7	8	3	15	6	5	12	72
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property		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 Item		1											1
Patdown	1								1	1			3
Patdown - Flyer	1								1	1			3
Persons w/ Disabilities (PWD)								1	1		2		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling	2						2					1	5
Property - Special Handling - Damaged Items	2						1						3
Property - Special Handling - Missing Items - Carry-On							1					1	2
Screening		2	1	3	2	1	1	2	4		4	1	21
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1		3	1	1	1	2	4		3	1	17
Screening - Retrieving Abandoned/Confiscated Items			1		1								2
2023	15	14	6	5	6	13	14	21	11	12	14	17	148
Civil Rights							1		1			2	4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening												1	1
Customer Service	3	2			1	3	1	4	3	3	1		21
Customer Service - CSM							1						1
Customer Service - Others						1							1
Customer Service - TSO	3	2			1	2		4	3	3	1		19
Expedited Passenger Screening Program	9	7	5	3	3	8	9	15	5	6	11	13	94
Expedited Passenger Screening Program - TSA Appl		1											2
Expedited Passenger Screening Program	9	6	5	3	3	8	9	15	5	6	11	12	92
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		1					1	1			1		4
Patdown	1	1			1	1		1	1	1	1	1	9
Patdown - Children										1			1
Patdown - Flyer	1	1			1	1		1	1		1	1	8
Persons w/ Disabilities (PWD)		1		1						1			3
Persons w/ Disabilities (PWD) - Medically Necessary		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											1
Property - Special Handling - Damaged Items - Checked Baggage		1											1
Screening	2	1	1	1	1	1	1		1	1		1	11
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	1		1		1	1		1	1			8
2024	13	19	12	7	16	15							82
Airline					1								1
Airline - Wheelchair Assistance					1								1
Civil Rights		1											2
Civil Rights - Age							1						1
Civil Rights - Race		1											1
Claims	1												1
Claims - Status	1												1
Customer Service	1	7	5	1	7	6							27
Customer Service - TSO	1	7	5	1	7	6							27
Expedited Passenger Screening Program	7	9	6	3	4	2							31
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	9	6	3	4	2							30
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							2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1				1	1							3
Persons w/ Disabilities (PWD) - Hearing Impairment						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			1		1							3

TSA Contact Center Traveler Complaints Report

Categories	10-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		1											1
Property - Special Handling - Missing Items - Carry-On				1		1							2
Screening	2	2	1		2	3							10
Screening - Inconsistency					1	1							2
Screening - Procedures/Process	2	2	1		1	2							8

TSA Contact Center Traveler Complaints Report

Categories	10-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	1	2		1	3				1	1	2	1	12
2022										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2023									1		2	1	4
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2
Patdown												1	1
Patdown - Flyer												1	1
2024	1	2		1	3								7
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	1			2								4
Expedited Passenger Screening Program	1	1			2								4
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Screening					1								1
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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	1						1	5
2022	1	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
2023												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2024					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1

TSA Contact Center Traveler Complaints Report

Categories	10-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													
2022					1	1			1				3
Screening									1				1
Screening - Procedures/Process									1				1
2024					1	1							2
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck					1	1							2

TSA Contact Center Traveler Complaints Report

Categories	10-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	44	36	30	23	35	47	32	25	19	23	30	20	364
2022	10	10	7	7	9	13	16	13	9	14	16	8	132
Airline							1				1		2
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		2							3
Civil Rights - Age				1									1
Civil Rights - Race						2							2
Customer Service	2	1	1	1		1	2		1	1			10
Customer Service - TSO	2	1	1	1		1	2		1	1			10
Expedited Passenger Screening Program	7	9	5	5	6	10	10	12	6	12	14	7	103
Expedited Passenger Screening Program - TSA Application Program						1		1			2	1	5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	7	9	5	5	6	8	10	11	6	12	12	6	97
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--C				1									1
Patdown	1							1					2
Patdown - Flyer	1							1					2
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling						1				1			2
Property - Special Handling - Missing Items - Carry-On						1				1			2
Screening							3		1		1		5
Screening - Children											1		1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							3						3
2023	20	17	13	8	14	24	16	12	10	9	14	12	169
Civil Rights			2					1					3
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Race			2										2
Customer Service					3		1				2		6
Customer Service - TSO					3		1				2		6
Expedited Passenger Screening Program	19	15	11	7	9	23	12	11	10	6	12	12	147
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		2				1			1	1	1	1	7
Expedited Passenger Screening Program	19	12	11	7	9	22	12	11	9	5	11	11	139
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
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
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 Item	1												1
Screening		1		1	2	1	2						7
Screening - Inconsistency							1						1
Screening - Procedures/Process		1		1	2	1	1						6
2024	14	9	10	8	12	10							63
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	12	8	9	6	10	9							54
Expedited Passenger Screening Program	12	8	9	6	10	9							54
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				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		1	1							4
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically	1		1										2

TSA Contact Center Traveler Complaints Report

Categories	10-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	4	2	2	2	3	4	1	3	2	1	5	3	32
2022	1		1			2		2		1	1	2	10
Expedited Passenger Screening Program			1			2		1		1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck				1			2		1		1	1	7
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown													1
Patdown - Flyer													1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2023	1	1		2	1	1	1	1	2		4	1	15
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1		2		1		1	2		3	1	11
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreC		1		2		1		1	2		2	1	10
Patdown											1		1
Patdown - Flyer											1		1
Screening					1		1						2
Screening - Procedures/Process							1						1
Screening - Retrieving Abandoned/Confiscated Items						1							1
2024	2	1	1		2	1							7
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
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1		1		1								3
Screening - Inconsistency					1								1
Screening - Procedures/Process	1		1										2

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	1		1			1	2	1				8
2022	2			1			1	2					6
Expedited Passenger Screening Program	2			1			1	2					3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program - TSA PreCheck				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
Screening								1					1
Screening - Procedures/Process								1					1
2023		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

TSA Contact Center Traveler Complaints Report

Categories	10-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	2	4	1	7	9	12	1	2	1		2		41
2022	1	3	1	1	2	1	1	1			2		13
Expedited Passenger Screening Program	1	3	1	1	1		1	1				1	10
Expedited Passenger Screening Program	1	3	1	1	1		1	1				1	10
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
2023				1		1		1	1				4
Expedited Passenger Screening Program				1		1		1	1				4
Expedited Passenger Screening Program - TSA PreCheck				1		1		1	1				4
2024	1	1		5	7	10							24
Expedited Passenger Screening Program	1	1		5	7	10							24
Expedited Passenger Screening Program	1	1		5	7	10							24

TSA Contact Center Traveler Complaints Report

Categories	10-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 2022	13,136	12,798	12,042	9,561	10,954	14,623	7,506	7,886	7,378	7,282	8,537	8,203	119,906
	5,741	6,368	5,132	2,756	3,382	5,380	4,207	4,217	3,384	3,248	4,078	4,053	51,946
Additional Information Required/Insufficient Information	8	12	3		2	7	1	2	2	6	2	15	60
Additional Information Required/Insufficient Information - General	8	12	3		2	7	1	2	2	6	2	15	60
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - General											1		1
Airline	17	9	20	13	15	17	15	13	20	6	12	16	173
Airline - Baggage Requirements					2			1					3
Airline - Lost Baggage	2		2	2	5	4	2	2	6	3	2	1	31
Airline - Policy/Regulations/Service	14	8	17	10	8	10	11	9	13	3	9	13	125
Airline - Wheelchair Assistance	1	1	1	1		3	2	1	1		1	2	14
Animals			1						1				2
Animals - Carry-On			1						1				2
Business, Suggestions, and Ideas	1	1	1										4
Business, Suggestions, and Ideas - General	1	1	1										4
Call Disconnect/Dropped/Wrong Number		2	1										3
Call Disconnect/Dropped/Wrong Number - General		2	1										3
Cargo	1				2	2	2						10
Cargo - Indirect Air Carrier (IAC)	1				2	1	1						7
Cargo - Known Shipper						1	1						3
Civil Rights	2	2	5	1	4	4	1	4				1	24
Civil Rights - Civil Rights Violation (TSA Employee)		1	1					1					3
Civil Rights - Constitutional Rights					2	2							4
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race								3				1	4
Civil Rights - Racial Profiling or Discrimination	2		2		2								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1				2							3
Claims	6	13	4	13	7	14	5	6	7	4	8	11	98
Claims - General	4	6	2	9	2	9	2	3	3	1	2	2	45
Claims - Status	2	7	2	4	5	5	3	3	4	3	6	9	53
Current Topic		1		1		1							5
Current Topic - Current Topic		1		1		1							5
Customer Service	17	38	35	12	21	20	9	12	15	11	14	10	214
Customer Service - CSM				1		1							2
Customer Service - Others	2	3	2	6	5	2	4	1	8	7	4	1	45
Customer Service - TCC	4	1	1	2	5	1		4	1	1	5	2	27
Customer Service - TSO	11	34	32	3	11	16	5	7	6	3	5	7	140
DHS TRIP	5	6	3	5	8	10	2	3	8	4	6	9	69
DHS TRIP - General	5	5	2	3	5	7	1	2	5	1	3	7	46
DHS TRIP - Status		1	1	2	3	3	1	1	3	3	3	2	23
Duplicate E-mail	4	5	6										15
Duplicate E-mail - General	4	5	6										15
Expedited Passenger Screening Program	5,467	5,953	4,697	2,502	3,104	4,939	3,988	3,987	3,118	3,025	3,805	3,842	48,427
Expedited Passenger Screening Program - Children 17 and Under	1	5	7	1	4	2	1	2		3	1	3	30
Expedited Passenger Screening Program - Children 18 and Over	42	54	62	22	38	45	28	31	28	28	32	40	450
Expedited Passenger Screening Program - General	2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program - International Travel	1			1		2			1				5
Expedited Passenger Screening Program - Minors Domestic	2,604	2,553	1,708	720	582	504	371	497	679	944	1,298	1,130	13,590
Expedited Passenger Screening Program - Real ID	2,800	3,306	2,894	1,736	2,463	4,371	3,569	3,442	2,391	2,035	2,447	2,656	34,110
Expedited Passenger Screening Program - TSA Background Check	17	32	25	20	17	14	19	14	18	14	26	12	228
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					1	1		8
Freedom of Information Act (FOIA) - General	2	1		1	2					1	1		8
General Aviation			1										1
General Aviation - Flight Training Security Program (FTSP)			1										1
Hazardous Materials Safety	5	4	7	7	8	5	5	9	5	6	9	4	74
Hazardous Materials Safety - General	5	4	7	7	8	5	5	9	5	6	9	4	74
HAZMAT Endorsement	5	3	11	11	14	16	10	13	19	25	34	12	173
HAZMAT Endorsement - General		2	1	3	7	6	4	2	2	2	1		30
HAZMAT Endorsement - Status	5	1	10	8	7	10	6	11	17	23	33	12	143
Human Capital	16	15	13	14	20	15	13	2	4	12	9	2	135
Human Capital - Current Employee			2	2			1						5
Human Capital - Employment Verification			1				2						3
Human Capital - Former Employee	2		2	1	4	3		1			1		14
Human Capital - Prospective Employment	12	15	8	11	16	12	10	1	3	11	8	2	109
Human Capital - TSA Background Check	2								1	1			4
Identification (ID) Requirements	12	25	28	25	23	50	10						173
Identification (ID) Requirements - Domestic	9	16	19	19	17	34	9						123
Identification (ID) Requirements - ID Match	1	4	6	1	4	4							20
Identification (ID) Requirements - International Travel		4	2	4	1	8	1						20
Identification (ID) Requirements - Minors Domestic			1		1	2							4
Identification (ID) Requirements - Real ID	2	1		1		2							6
Intranet/Internet Inquiries								2	1	2			5
Intranet/Internet Inquiries - General								2	1	2			5
Locks	1	4	4	2	6	4	4	1	2	3	2	1	34
Locks - General		1					1				1	1	4
Locks - Missing or Damaged Lock	1	3	4	2	6	4	3	1	2	3	1		30
Lost and Found	11	17	17	7	9	19	15	14	9	3	16	10	147
Lost and Found - Airport/TSA	11	17	17	7	9	19	15	14	9	3	16	10	147
Mishandling of Passenger Property	9	31	40	29	25	31	24	27	14	13	14	13	270
Mishandling of Passenger Property - Damaged	3	11	23	11	5	6	6	12	4	5	6	4	96

TSA Contact Center Traveler Complaints Report

Categories	10-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	20	15	16	17	22	18	12	9	7	8	8	157
Mishandling of Passenger Property - Damaged/Missing Items--U			1	1				1		1			4
Mishandling of Passenger Property - Disallowed	1	1	1	1	3	3		2	1			1	13
No Jurisdiction	71	79	71	49	46	81	28	39	38	39	48	18	607
No Jurisdiction - No Referral	6	5	6	5	6	18	13	12	9	5	11	5	101
No Jurisdiction - Refer to CBP	33	23	12	9	11	24	6	12	18	25	22	7	202
No Jurisdiction - Refer to Department of State	1	1	1	2		1		2	2	1	2	1	14
No Jurisdiction - Refer to FAA	2		1		1	1	1			1	2		9
No Jurisdiction - Refer to Other	29	50	51	33	28	37	8	13	9	7	11	5	281
No Subject	6	1	9	3			1	2	1		1		24
No Subject - General	6	1	9	3			1	2	1		1		24
Notice of Violation/Civil Penalties	4	8	7	9	15	22	1	6	6		8	2	88
Notice of Violation/Civil Penalties - General	4	8	7	9	15	22	1	6	6		8	2	88
Ombudsman		1					1	1		1			4
Ombudsman - General		1					1	1		1			4
Patdown		7	6		4	1	2	3	4	1	4	1	33
Patdown - Children									2				2
Patdown - Flyer		5	6		3		2	3	2	1	3	1	26
Patdown - General		2			1	1					1		5
Persons w/ Disabilities (PWD)	7	10	9	3	4	11	11	8	4	6	3	2	78
Persons w/ Disabilities (PWD) - Autism Spectrum	1		1			1	1	1		1			6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1							1	1	1		4
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1				1							2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2			1		1	12
Persons w/ Disabilities (PWD) - Internal Medical	1					1							2
Persons w/ Disabilities (PWD) - Medical Equipment	1		1			1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	2		1	2	1	1				8
Persons w/ Disabilities (PWD) - Metal Implants	2	3	1		1	1	2						10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			2				1	1		1	1	1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respirators	1					1			1				3
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Visual Impairment								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	2	1		1			7
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol and Beverages	1	2	2										5
Prohibited & Permitted Items - Beauty & Grooming	2												2
Prohibited & Permitted Items - Breast Milk	1	1											2
Prohibited & Permitted Items - Chemical/Household Flammable		1											1
Prohibited & Permitted Items - Electronic Devices		1	3										4
Prohibited & Permitted Items - Firearm/Arms	1												1
Prohibited & Permitted Items - Food/Beverages	1	1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		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 Goods	1	1	1	2									5
Property - Special Handling	9	21	33	10	9	16	9	11	9	10	6	8	151
Property - Special Handling - Damaged Items	2	7	23	4	5	8	3	6	2	8	2	2	72
Property - Special Handling - Damaged Items - General	1	2	4	2	1	1	1	5					17
Property - Special Handling - Missing Items	2	7	2	2		1	3		2	1	2	2	24
Property - Special Handling - Missing Items - General	4	5	4	2	3	6	2		5	1	2	4	38
Request for Assistance			2			1		1					4
Request for Assistance - Non-Persons w/ Disabilities (PWD)			2										2
Request for Assistance - Other						1		1					2
Screening	33	64	73	22	18	79	34	22	33	24	23	23	448
Screening - Children		1		1					1				3
Screening - Crew Member or Airline Employee			1										1
Screening - Cruise Ships									1			1	2
Screening - Gate Pass				1									1
Screening - Inconsistency	3	15	7	2	1	3	1	3	3	2		1	41
Screening - International Screening		1	2	1	3			5		1	5	1	19
Screening - Lengthy Lines	1	5	8			3	1		1	2	1		22
Screening - Military		1											1
Screening - Opposite Gender		1				1			1				3
Screening - Procedures/Process	26	35	52	15	13	66	32	13	22	14	15	15	318
Screening - Rail		1			1								2
Screening - Retrieving Abandoned/Confiscated	3	4	1	1		5		1	3	4	2	3	27
Screening - Security Breach						1							1
Screening - Shoe Screening			1							1		1	3
Screening - Traveling with Cash			1	1					1				4
SIDA (Security Identification Display Area)						1					1		2
SIDA (Security Identification Display Area) - General						1					1		2
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		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
TSA Contact Information - General	1		1	1	3		1						7
TWIC	9	23	12	6	13	14	15	29	64	46	51	47	329
TWIC - General	4	5	5	4	6	7	6	9	10	3	9	4	72
TWIC - Status	5	18	7	2	7	7	9	20	54	43	42	43	257
2023	3,590	3,775	3,251	3,499	3,288	3,851	3,299	3,669	3,994	4,034	4,459	4,150	44,859
Additional Information Required/Insufficient Information	16	10	13	5	5	9	2	8	4	13	5	10	100
Additional Information Required/Insufficient Information - General	16	10	13	5	5	9	2	8	4	13	5	10	100
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - General											1		1
Airline	7	13	16	11	12	7	8	20	13	19	14	7	147
Airline - Baggage Requirements			1			1	1	1	1		1		6
Airline - Lost Baggage	1	2	6	2	1	1		1	2	4	1		21
Airline - Policy/Regulations/Service	6	9	8	8	11	5	5	15	9	10	7	6	99
Airline - Wheelchair Assistance		2	1	1			2	3	1	5	5	1	21
Business, Suggestions, and Ideas									1				1
Business, Suggestions, and Ideas - General									1				1
Cargo		1				4		2			1		8
Cargo - Indirect Air Carrier (IAC)		1						1					2
Cargo - Known Shipper						4		1			1		6
Civil Rights	2	1	1	5			1	5		4	4	1	24
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA Employee)							1	1		1			3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Not Specified		1		2				1			1		5
Civil Rights - Race	1		1					2		1	2	1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1		1	1		4
Civil Rights - Transgender Screening				1						1			2
Claims	12	4	8		3	12	2	5	8	4	6	4	68
Claims - General	1	2	1		1	5	1	3	2		1	1	18
Claims - Status	11	2	7		2	7	1	2	6	4	5	3	50
Current Topic											1		1
Current Topic - Current Topic											1		1
Customer Service	10	13	13	10	9	13	13	17	9	10	13	10	140
Customer Service - CSM							1					1	2
Customer Service - Others	3	5	8	4	4	3	3	9	2	6	4	2	53
Customer Service - TCC	3	1		1	2	3	2		2	2	1	2	19
Customer Service - TSO	4	7	5	5	3	7	7	8	5	2	8	5	66
DHS TRIP	7	7	4	4	5	2	6	16	3	3	4	3	64
DHS TRIP - General	2	7	3	3	4	1	3	11	2	3	3	2	44
DHS TRIP - Status	5		1	1	1	1	3	5	1		1	1	20
Expedited Passenger Screening Program	3,385	3,577	3,057	3,315	3,119	3,639	3,101	3,411	3,775	3,802	4,188	3,945	42,314
Expedited Passenger Screening Program - Children Under 12	1	2	2	2	1	2	1	1		2		2	12
Expedited Passenger Screening Program - Over 75	21	37	31	22	30	45	33	27	39	27	33	19	364
Expedited Passenger Screening Program - Other	916	945	686	435	430	432	326	413	512	460	557	634	6,746
Expedited Passenger Screening Program - Status	2,436	2,587	2,331	2,849	2,648	3,146	2,733	2,954	3,209	3,296	3,586	3,280	35,055
Expedited Passenger Screening Program - Other	11	6	7	5	10	14	8	14	14	17	12	9	127
Federal Air Marshall Service (FAMS)	1	1					1						3
Federal Air Marshall Service (FAMS) - General	1	1					1						3
Flying Armed								1					1
Flying Armed - General								1					1
Freedom of Information Act (FOIA)		2				1		1					4
Freedom of Information Act (FOIA) - General		2				1		1					4
Hazardous Materials Safety	5	3	5	5	7	5	4	3	3	4	6	5	55
Hazardous Materials Safety - General	5	3	5	5	7	5	4	3	3	4	6	5	55
HAZMAT Endorsement	10	8	14	7	8	10	5	7	9	12	12	10	112
HAZMAT Endorsement - General			1	1	3	2	2		1	1	3	1	15
HAZMAT Endorsement - Status	10	8	13	6	5	8	3	7	8	11	9	9	97
Human Capital	8	2	5	4	8	2	9	11	6	6	11	6	78
Human Capital - Employment Verification						1							1
Human Capital - Former Employee	1			1									2
Human Capital - Prospective Employment	7	2	5	3	7	1	9	11	6	6	11	6	74
Human Capital - TSA Background Check					1								1
Intranet/Internet Inquiries	1			2									3
Intranet/Internet Inquiries - General	1			2									3
Locks	3	3		3	2	4	2	2	2	3	1	1	26
Locks - General	1												1
Locks - Missing or Damaged Lock	2	3		3	2	4	2	2	2	3	1	1	25
Lost and Found	5	6	6	1	4	1	2	7	6	5	5	3	51
Lost and Found - Airport/TSA	5	6	6	1	4	1	2	7	6	5	5	3	51
Mishandling of Passenger Property	12	10	12	11	5	12	12	8	19	14	25	6	146
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items - General		1	2			6	4	4	6	5	2	1	31
Mishandling of Passenger Property - Damaged/Missing Items - Status	11	8	9	9	4	6	7	4	13	9	20	3	103
Mishandling of Passenger Property - Damaged/Missing Items - Other	1	1		1							1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1	1		1			2		1	7
No Jurisdiction	24	37	35	31	50	64	72	72	78	82	98	82	725
No Jurisdiction - No Referral	8	5	12	8	9	3	8	8	22	19	20	12	134
No Jurisdiction - Refer to CBP	8	16	19	16	34	50	50	51	42	51	60	62	459
No Jurisdiction - Refer to Department of State		2				1	2	2	2	1	2	1	13
No Jurisdiction - Refer to FAA	1				1		1	2	1		1		7
No Jurisdiction - Refer to Other	7	14	4	7	6	10	11	9	11	11	15	7	112
No Subject						1	3	1		1		1	7
No Subject - General						1	3	1		1		1	7
Notice of Violation/Civil Penalties	11	3	4	8	5	9	6	11	2	3	8	6	76

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Categories	10-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	11	3	4	8	5	9	6	11	2	3	8	6	76
Patdown	1	3	1	1	2			1	2		1	1	13
Patdown - Flyer	1	3	1	1	2				2		1	1	12
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1	3	3	9	4	4	2	6	8	8	6	3	57
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1		1		3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1						1		1			3
Persons w/ Disabilities (PWD) - Diabetes				1		1					1		3
Persons w/ Disabilities (PWD) - General				1	1			3	3			1	9
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1				1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1	1	1		1	2	1	1	1	9
Persons w/ Disabilities (PWD) - Metal Implants	1	1						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				3							1		4
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 Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1		2	2	1	1	9
Property - Special Handling	9	8	3	5	6	4	5	8	7	1	8	7	71
Property - Special Handling - Damaged Items	6	1				1	2	1	2				15
Property - Special Handling - Damaged Items - Checked		1				1	4	1	1		2		10
Property - Special Handling - Missing Items	2	1	1	3	1			1	2	1	3	2	17
Property - Special Handling - Missing Items	1	5	2	2	4	1	1	5	2		3	3	29
Request for Assistance			1			1	1		1	5	1		10
Request for Assistance - Other			1			1	1		1	5	1		10
Screening	25	32	31	35	20	28	21	33	31	21	30	28	335
Screening - Children								2					2
Screening - Crew Member or Airline Employee		1	4							1	1	2	9
Screening - Cruise Ships					1	1				1		1	4
Screening - Gate Pass						1	1		1	1			4
Screening - Inconsistency	5	4	1	10	2	10		3	3	1	2	2	43
Screening - International Screening	6	4	5	8	3	5	4	3	8	5	4	3	58
Screening - Lengthy Lines	1	1	2	1			3	3	3	2	2	1	19
Screening - Military											1		1
Screening - Opposite Gender								1					1
Screening - Procedures/Process	13	19	17	15	13	11	13	21	14	10	20	19	185
Screening - Retrieving Abandoned/Confiscated Items		2	1	1	1				2				7
Screening - Security Breach		1	1										2
SIDA (Security Identification Display Area)	1							1					2
SIDA (Security Identification Display Area)	1							1					2
TSA Contact Information		1											1
TSA Contact Information - General		1											1
TWIC	34	27	19	27	14	19	21	12	7	14	10	11	215
TWIC - General	5	2	3	9	4	12	6	2	1	7		7	58
TWIC - Status	29	25	16	18	10	7	15	10	6	7	10	4	157
2024	3,805	2,655	3,659	3,306	4,284	5,392							23,101
Additional Information Required/Insufficient Information	16	16	9	7	6	15							69
Additional Information Required/Insufficient Information	16	16	9	7	6	15							69
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - General		1											1
Airline	8	6	12	13	13	22							74
Airline - Lost Baggage	1	1	2	2		2							8
Airline - Policy/Regulations/Service	6	5	9	10	13	19							62
Airline - Wheelchair Assistance	1		1	1		1							4
Animals				1									1
Animals - Carry-On				1									1
Business, Suggestions, and Ideas	1												1
Business, Suggestions, and Ideas - General	1												1
Cargo	2		1			1							4
Cargo - Indirect Air Carrier (IAC)			1										1
Cargo - Known Shipper	2					1							3
Civil Rights	5	3	2	6	4	5							25
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)													1
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin				1	2	1							4
Civil Rights - Not Specified					1								1
Civil Rights - Profiling													1
Civil Rights - Race	2	1		3	1	2							9
Civil Rights - Screening of Religious Cultural and Ceremonial		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	2									3
Civil Rights - Transgender Screening	3												3
Claims	2	2	6	6	4	6							26
Claims - General		1	4	2	1	5							13
Claims - Status	2	1	2	4	3	1							13
CLEAR					3	12							15
CLEAR - Registered Traveler					1	1							2
CLEAR - TSA PreCheck Application Program					2	11							13
Customer Service	11	11	75	57	36	44							234
Customer Service - CSM				2		1							3
Customer Service - Others	3	4	13	12	11	11							54
Customer Service - TCC	2	1	3	4	4	2							16
Customer Service - TSO	6	6	59	39	21	30							161

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHS TRIP		2	5	15	10	6	16						54
DHS TRIP - General		2	5	15	10	5	12						49
DHS TRIP - Status						1	4						5
Expedited Passenger Screening Program		3,614	2,452	3,231	2,912	3,912	4,870						20,991
Expedited Passenger Screening Program - Active Du			1	5	4	1	1						12
Expedited Passenger Screening Program		1					1						2
Expedited Passenger Screening Program		20	24	25	19	35	32						155
Expedited Passenger Screening Program - Known Crew Membe				1	1	1							3
Expedited Passenger Screening Program - Over 75					1		1						2
Expedited Passenger Screening Program		493	411	407	309	363	726						2,709
Expedited Passenger Screening Program		3,094	2,002	2,783	2,565	3,504	4,099						18,047
Expedited Passenger Screening Program		6	14	10	13	8	10						61
Federal Air Marshall Service (FAMS)				2									2
Federal Air Marshall Service (FAMS) - General				2									2
Freedom of Information Act (FOIA)			2			1							3
Freedom of Information Act (FOIA) - General			2			1							3
General Aviation		1		1			1						3
General Aviation - Flight Training Security		1		1			1						3
Hazardous Materials Safety		2	1	4	5	7	7						26
Hazardous Materials Safety - General		2	1	4	5	7	7						26
HAZMAT Endorsement		7	8	13	7	6	12						53
HAZMAT Endorsement - General		4	1	4	2	3	8						22
HAZMAT Endorsement - Status		3	7	9	5	3	4						31
Human Capital		13	7	1	4	2	2						29
Human Capital - Current Employee					1								1
Human Capital - Employment Verification							1						1
Human Capital - Former Employee		1					1						2
Human Capital - Prospective Employment		12	6	1	3	1							23
Human Capital - TSA Background Check			1			1							2
Intranet/Internet Inquiries		2	2	1	1		2						8
Intranet/Internet Inquiries - General		2	2	1	1		2						8
Locks		1	2	5	5	5	9						27
Locks - General			1			2	1						4
Locks - Missing or Damaged Lock		1	1	5	5	3	8						23
Lost and Found		4	5	15	15	7	6						52
Lost and Found - Airport/TSA		4	5	15	15	7	6						52
Mishandling of Passenger Property		3	9	46	41	52	66						217
Mishandling of Passenger Property - Dam		3	4	29	21	33	37						127
Mishandling of Passenger Property - Damaged/Missii			4	8	14	15	22						63
Mishandling of Passenger Property - Damaged/Missii			1	4	4	3	5						17
Mishandling of Passenger Property - Disarrayed Items--Carry-on				5	2	1	2						10
No Jurisdiction		66	67	75	83	112	159						562
No Jurisdiction - No Referral		11	20	28	24	23	38						144
No Jurisdiction - Refer to CBP		44	36	37	32	58	89						296
No Jurisdiction - Refer to Department of State			1	2	5	1	7						16
No Jurisdiction - Refer to FAA					1	2	4						7
No Jurisdiction - Refer to Other		11	10	8	21	28	21						99
No Subject				10	3	4	6						23
No Subject - General				10	3	4	6						23
Notice of Violation/Civil Penalties		6	2	4	4	4	11						31
Notice of Violation/Civil Penalties - Gener		6	2	4	4	4	11						31
Ombudsman				2	1		2						5
Ombudsman - General				2	1		2						5
Patdown		2	2	15	2	8	3						32
Patdown - Children			1										1
Patdown - Flyer		2	1	14	2	5	3						27
Patdown - Flyer as Observer						2							2
Patdown - General				1		1							2
Persons w/ Disabilities (PWD)		5	4	4	10	14	17						54
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes				1		2							3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General					3	2	4						9
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							2						2
Persons w/ Disabilities (PWD) - Medically		2	1	1	2	5							11
Persons w/ Disabilities (PWD) - Metal Im		1			2		2						5
Persons w/ Disabilities (PWD) - Mobility Disability (Ni			1		1	3							5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1				1						2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelcha		2	1	1	1	2	4						11
Property - Special Handling		6	12	29	35	20	26						128
Property - Special Handling - Damaged It		2	3	10	13	4	8						40
Property - Special Handling - Damaged It		1	1	4	2	4	8						20
Property - Special Handling - Missing Item		2	4	7	7	4	3						27
Property - Special Handling - Missing Item		1	4	8	13	8	7						41
Request for Assistance					1		1						2
Request for Assistance - Other							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening		22	28	74	63	54	56						297
Screening - Children				1	1	1	1						4
Screening - Crew Member or Airline Employee				1	1	1							3
Screening - Cruise Ships			1	2									3
Screening - Inconsistency		3	5	7	6	7	6						34

TSA Contact Center Traveler Complaints Report

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening	3	6	10	8	8	10							45
Screening - Lengthy Lines	1	1	8	6	4	1							21
Screening - Procedures/Process	13	13	42	39	29	35							171
Screening - Retrieving Abandoned/Confis	1	2	1	2	3	2							11
Screening - Security Breach	1		1		1	1							4
Screening - Traveling with Cash			1										1
SIDA (Security Identification Display Area)		1				1							2
SIDA (Security Identification Display Area) - General		1				1							2
Transcriptions						1							1
Transcriptions - Claim Form Request						1							1
TWIC	4	7	7	14	4	13							49
TWIC - General	2	3	5	7	2	7							26
TWIC - Status	2	4	2	7	2	6							23
Total	42,404	40,409	40,216	34,091	35,976	47,091	29,674	30,323	28,551	27,407	29,338	29,830	415,310